

Sustainable Family
Green Heritage Modern
Clean

BURW2030D

HALF YEARLY REPORT

1 July 2018 to 31 December 2018

Safe
Vibrant Multicultural
Creative
SHOPPING
Inclusive
Parks

Delivered by



Burwood Council
heritage • progress • pride

Introduction

This Half Yearly Report marks the first iteration of regularly reporting as part of the revised Burwood2030 Community Strategic Plan which was adopted by Council in June 2018.

Council's revised Integrated Planning & Reporting documentation has been modernised to enhance the reporting of qualitative information while providing communication in a transparent and more streamline process to provide better access to information for residents.

The report reflects the structure of the Delivery Program 2018-21 and Operational Plan 2018-19, which follows the targets identified by the community in 2017 as part of the Burwood2030 Community Strategic Plan review.

The Operational Plan covers the period of 1 July 2018 to 30 June 2019, and marks the first of three plans that stem from the Delivery Program 2018-21 which was adopted at the June 2018 Council Meeting.

The strategic goals are divided into five themes:

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

Each strategic goal is divided into actions which represent the specific initiatives Council proposes to implement to achieve the identified targets. The Delivery Program includes a total of 147 actions which are incorporated into the Operational Plan.

Measuring our success

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

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

Our highlights

6 Milestones achieved

140 actions progressing

1 item on watch

Launched official WeChat account



Opened the Burwood Park Community Centre

Launched the Trade Waste App



Major upgrades to Henley Park





**Community
& lifestyle**

Community and lifestyle

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

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

Provide services to meet the current and future needs of diverse members in the community

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|--|
| 1.1.1.1 | Community, Library & Aquatic Services | Monitor, review and develop programs to assist diverse groups in the community such as seniors, youth, families and children, people living with a disability and people on low income | Progressing | <p>Council has been running a range of programs for different groups in the community:</p> <ul style="list-style-type: none"> - The Burwood Youth Outreach Program for young people aged 12-24 ran weekly from February – September 2018. This program offered soccer, personal training and boxing - A Disability Sector Seminar was held in July 2018 in partnership with disability service providers. The seminar was aimed at community sector providers and was focused on the changes that have taken place with the introduction of the National Disability Insurance Scheme (NDIS) - There was active participation on the Rhodes Peninsular Working Party, which was established to monitor the needs of children from culturally and linguistically diverse (CALD) communities in the higher density Rhodes Peninsula area. The aim is to build service and community capacity in addressing pre- and post-natal service needs and improving service access for children 0-8 years. This integrated service approach will be assessed for suitability in the Burwood Local Government Area (LGA) for residents living in new high rise residential buildings - A life skills program was run in conjunction with the Community Soccer program in terms 3 and 4 and included topics such as how to stay safe in public places/spaces - Monthly activities were provided for seniors, including bus trips to |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <p>interesting destinations such as a medical research institute and information sessions on aged care, falls prevention and pain management</p> <ul style="list-style-type: none"> - The 'Have a Go' programs were delivered in community centres across the area with a focus on providing low cost, accessible creative and recreational programs to all members of the community <p>These programs improve community wellbeing, particularly for disadvantaged residents.</p> |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|---|
| 1.1.1.2 | Community, Library & Aquatic Services | Administer a grants program and actively promote other funding opportunities available to community groups | Progressing | Council received 21 applications for the 2018-19 Community Grants funding round. These applications will be assessed and the successful projects provided with funding totaling \$40,000 in the second half of the financial year. These grants enable Council to support community groups to address social issues in the local community. |

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|--|
| 1.1.2.1 | Community, Library & Aquatic Services | Identify and implement resources and information services | Progressing | <p>Council's updated and added to its library resources to reflect current trends and community needs, including the following examples:</p> <ul style="list-style-type: none"> - BorrowBox e-platform established to provide customers with a greater range of e-audio and e-books - Major book suppliers provided accurate profiles based on statistical |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <p>analysis of borrowing trends to ensure the collections remain relevant</p> <ul style="list-style-type: none"> - A stocktake of all library resources was completed to increase accuracy of the library catalogue <p>Library Services also provided regular services and programs to the community including:</p> <ul style="list-style-type: none"> - Preschool story time - Burwood Babies - Wrap with Love knitters group - English conversation groups - JP Service - School holiday activities <p>These library activities create a more informed and connected community.</p> |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|--|
| 1.1.2.2 | Community, Library & Aquatic Services | Increase number of language resources available based on the demands and needs of the community | Progressing | <p>238 items in Korean, Hindi, Italian and Chinese were added to the Library collection during the six months July to December 2018. These resources included books, DVDs, CDs and magazines for both adults and children. Library Services also accessed language resources from the State Library of NSW to meet the needs of smaller language groups in the community, including French, Greek, Japanese and Russian. These resources support the needs of the growing culturally and linguistically diverse (CALD) communities in Burwood.</p> |

Establish key partnerships with agencies and services providers

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|--|
| 1.1.2.3 | Community, Library & Aquatic Services | Deliver services, resources and initiatives in conjunction with agencies and service providers | Progressing | <p>Council partnered with multiple agencies and services to deliver library programs and services, including:</p> <ul style="list-style-type: none"> - Information talks in both English and Mandarin in conjunction with Chinese Australian Services Society (CASS) and NSW Health - Information on volunteering in Burwood and surrounding areas in conjunction with Volunteer Network - Information on the Commonwealth Government My Aged Care system through Council's Commonwealth Home Support Program (CHSP) provider - Various activities in conjunction with local schools, including Burwood Public School and Enfield Public School - Burwood's very own language festival in conjunction with the Language Festival Association - Tech Savvy Seniors (training in information technology for older people) in conjunction with the State Library of NSW - A talk given in October by the Mental Health Advocacy Service <p>These initiatives create a more connected and informed community.</p> |

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

Enhance facilities at the Enfield Aquatic Centre to optimise use

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|--|
| 1.1.3.1 | | Undertake Stage 2 of the Enfield Aquatic Centre Master Plan | Progressing | The planning and delivery of the Stage 2 development works of the Enfield Aquatic Centre Master Plan are underway, with the Development Application submitted on 18 December 2018. |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <p>Due to the size and complexity of the project, the implementation of the Master Plan is to be carried out over a few financial years. The construction works are proposed to be undertaken during the outdoor pool closure between May and October each year. This is so that the operation of the centre is not affected and the centre is ready for the start of the warmer season.</p> <p>The proposed upgrade works include a new learn to swim pool, a new car park, upgraded amenities, office space, kiosk, viewing area, gym/weights room and staff facilities and a first floor multi-purpose function room accessible by lift.</p> |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|--|
| 1.1.3.2 | Community, Library & Aquatic Services | Improve the design of Learn to Swim and other programs and actively promote to the community | Progressing | Council continually monitors the performance of the Enfield Aquatic Centre's Learn to Swim (LTS) program and looking to make improvements and better align with industry standards. This includes the introduction of on-deck support staff to assist parents and carers. Enhancements will be made to the promotion of LTS and other aquatic programs when Council's re-branding process has been completed in early 2019. LTS is a highly valued program with around 1,900 students during peak periods. |

Provide a safe and healthy environment for patrons

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|---|
| 1.1.3.3 | Community, Library & Aquatic Services | Undertake continual testing of water quality, safety audits and staff training to ensure a healthy and safe environment in accordance with NSW health | Progressing | Council undertakes regular water testing to maintain optimum water quality for customers in accordance with NSW Health standards. Improvements have been made to the testing sheets to improve efficiency of testing program. Independent testing arrangements are also in place and are currently being reviewed. Water quality is a critical component in |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | standards | | delivering an exceptional aquatic service to the community. |

Enhance parks and open spaces to promote recreational activities

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|--|-----------|---|
| 1.1.3.4 | Assets & Infrastructure | Implement master plans for major parks and upgrade existing parks and reserves according to usage type | Milestone | <p>A master plan for Wangal Park was developed some years ago and now all works associated with that master plan are completed. Staff recently prepared a master plan for the upgrading of Henley Park and Blair Park. The upgrading of facilities in these parks is currently underway. In Henley Park the following capital works upgrades have recently been completed:</p> <ul style="list-style-type: none"> - Design and construction of two new play grounds - Design and construction of a double cable ride - Design and construction of new cricket facilities <p>The following capital works upgrades are underway in Henley Park:</p> <ul style="list-style-type: none"> - Design and construction of 13 new sports field flood lights - Design and installation of 13 solar lights to illuminate pathways - Design and construction of 5 new picnic shelters - Design and construction of 8 new fitness stations <p>Future Henley Park upgrade works include:</p> <ul style="list-style-type: none"> - Design and Construction of a synthetic Futsal field - Design and construction of new field irrigation, drainage and turf works - Refurbishment of the Amenities Block <p>In Blair Park the following capital works upgrades have recently been completed:</p> <ul style="list-style-type: none"> - Design and construction of a new playground |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <ul style="list-style-type: none"> - Installation of new park seating - Design and construction of new sports field flood lights <p>The following capital works are underway in Blair Park:</p> <ul style="list-style-type: none"> - Upgrading of the amenities block - Upgrading of the Bocce Court <p>Future Blair Park upgrade works include:</p> <ul style="list-style-type: none"> - Design and construction of new field irrigation, drainage and turf works. |

Promote an active and healthy lifestyle

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|---|
| 1.1.3.5 | Community, Library & Aquatic Services | Offer programs and activities that promote active and passive recreation in partnership with local organisations and groups | Progressing | <p>A range of activities and programs have been offered, including:</p> <ul style="list-style-type: none"> - The Burwood Youth Outreach Program was delivered in conjunction with Glebe/Leichhardt PCYC (due to the closure of the Burwood service). The program allowed for both passive involvement from young people wishing to engage socially, and more active involvement for those who wished to engage more directly in activities - The Lego Club Committee for the Inner West region was established and supported in 2018 and received funding to establish Lego clubs in high-need schools. This is an innovative program aimed at improving the communication and social skills of children who are not 'fitting-in' at school due to their disability, poor self-esteem, low confidence or bullying. The committee provided resources, training and ongoing support to schools who wanted to participate and more schools will be rolled out in 2019 - The Community Soccer program was delivered every Wednesday afternoon during school terms at Burwood Park, with coaching |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <p>provided by International Soccer Academy (ISA). Over 60 children participated in this popular program</p> <ul style="list-style-type: none"> - A partnership was developed with Freedom Wheels to provide children with a disability retrofitted bicycles allowing them to participate in cycling - Falls Prevention programs for seniors were rolled out in partnership with groups such as the Sydney Local Health District. 'Stay Standing' was run for for any local seniors to attend and 'Stepping On' was run for Mandarin speaking seniors <p>This work helps to achieve a more active, engaged and healthy community.</p> |

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------------|--|-------------|---|
| 1.1.4.1 | Customer Service & Records | Offer a range of facilities for hire that accommodate the various types of use required by the community | Progressing | During the semester the construction of the new Burwood Park Community Centre was completed, adding a brand new state of the art facility to the venues available to the community. Council continues to promote and facilitate the use of venues to its community groups, particularly local groups, senior groups and not for profit groups. The community facilities usage rates during the semester were: Woodstock 667, Community Hub 777, Fitzroy Hall 428, George Street Centre 296, Burwood Park Community Centre 22. |

Provide space for sporting and recreational activities

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--------------------------|-------------|--|
| 1.1.4.2 | Customer Service | Offer parks for hire and | Progressing | The Woodstock Artisan Market has been trialed at Woodstock Community |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|---|--------|--|
| | & Records | identify green and open spaces that can be used for passive and active use by the community | | <p>Centre and Park aimed at reactivating the site and providing a passive activity for the community.</p> <p>In addition, Council's major sporting fields and parks are available for hire and use across the area.</p> <p>Embellishment works at Wangal Park were completed with barbecue areas, skate area, half court basketball court and playground with flying fox available for passive recreation.</p> <p>Meanwhile, the Henley Park and Blair Park Master Plans continue with upgrades being undertaken to enhance the existing active green spaces for local sporting clubs and residents.</p> |

Promote an inclusive and harmonious lifestyle in the community

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|---|
| 1.1.4.3 | Community, Library & Aquatic Services | Provide programs and activities that encourage active community participation | Progressing | <p>A range of programs and activities were held to encourage active community participation, including:</p> <ul style="list-style-type: none"> - Council held the monthly Multicultural Advisory Committee meetings which enable local community leaders to discuss and provide advice to Council on local multicultural issues - Council convened the monthly Burwood Youth Advisory Group (BYAG) for young people aged 12-24 who live, work, study or have a demonstrated connection to the Burwood Area. BYAG actively contribute to community programs, events and initiatives for young people - Council delivered a Community Soccer Fun Day in July 2018 in conjunction with the Club Grants-funded Youth Outreach Program. Participants in Council's Community Soccer and Youth Outreach |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <p>Programs attended this free event along with members of the general public with over 100 people present in total</p> <ul style="list-style-type: none"> - Groovability 2019 was held in December 2018 in celebration of International Day for People Living with a Disability. The event was held in Burwood Park and involved many local service providers and hundreds of their clients - A Disability Expo on Social Inclusion was held in October 2018 in partnership with Ability Links - In August 2019, an information session was held for people with a disability and their carers on consumer rights and the NDIS in partnership with other disability service providers. <p>This board range of activities builds engagement, connection and cohesion in the local community.</p> |

1.2. A well informed, supported and engaged community

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|--|-------------|--|
| 1.2.1.1 | Corporate Planning & Communications | Deliver ongoing communication through appropriate methods based on the target audience | Progressing | <p>Council utilises a range of communication methods in order to reach specific members of the community or the broader community. These include social media (Facebook, Twitter and WeChat), Council's website, letters and newsletters, phone and online surveys, visual displays at facilities and street meetings.</p> <p>The popularity of Council's social media continues to rise with a 5 per cent increase across all social media platforms from July 2018 to December 2018.</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | This semester, Council drew upon these methods for its Funding our Future consultation and re-branding project in order to ensure that both the community at large and key stakeholders were able to provide feedback. |

Ensure language is easy to understand for all members of the community

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|--|
| 1.2.1.2 | Corporate Planning & Communications | Identify and utilise the appropriate language to use for communication of information based on the audience | Progressing | <p>Council utilises the appropriate language for the relevant audience such as informal language on its social media channels in order to increase engagement with the youth demographic or simple English for matters of importance such as its Funding our Future consultation, in order to ensure that all residents can understand the information.</p> <p>In addition, Council uses different languages in order to communicate with cultural groups. For instance, Council recently launched its WeChat account in order to provide information in Mandarin to its Chinese-speaking residents.</p> |

1.2.2. Modernise and enhance access to information on services

Ensure all information is available in a digital and accessible format

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-----------|--|
| 1.2.2.1 | Corporate Planning & Communications | Identify and implement new digital technology and social platforms to improve access to information | Milestone | <p>Burwood was the first Council in NSW and only the third Council in Australia to launch a WeChat account. WeChat is a Chinese-speaking social media platform which allows Council to connect directly with Chinese-speaking residents.</p> <p>Council also launched a new online DA tracking system on its website which has greatly enhanced customer experience.</p> |

Increase Council's digital presence

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|----------|--|
| 1.2.2.2 | Corporate Planning & Communications | Develop a modern website with improved accessibility and digitised services | On Watch | <p>Council's website currently receives more than 50,000 views per month. During the semester, Council implemented its new online Development Application service to provide more information proposals, enhancing accessibility for residents.</p> <p>Council has commenced preliminary investigations and best practice research, with a view to start the development of a new website in the next financial year in line with the Delivery Program objectives.</p> |

1.2.3. Enhance communication and community engagement through innovative solutions

Engage with, and increase Council presence with its digital community

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|--|-----------|---|
| 1.2.3.1 | Corporate Planning & Communications | Monitor and identify emerging technology and communication tools to enhance engagement | Milestone | <p>Council continues to implemented innovative solutions to enhance engagement. During this semester, Council launched its WeChat account becoming one of only three Councils in Australia on the platform. In addition, Council also launched its Waste App allowing residents to keep up to date with their waste collection and online Development Application system to provide a more modern and transparent process in assessing plans.</p> |

Establish regular interaction and communication with the community through targeted methods

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|---|
| 1.2.3.2 | Corporate Planning & Communications | Identify local communities and provide relevant information through appropriate communication methods | Progressing | <p>Council utilises a range of communication methods in order to reach all members of the local community in line with its Community Engagement Strategy.</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <p>In particular, Council utilised traditional and modern methods of communication as part of its Funding our Future consultation. The consultation consisted of letters to all ratepayers, newsletters, QR-Codes with direct links to online surveys, hard copy surveys, information on Council's website and social media channels including WeChat (Chinese-speaking platform).</p> <p>Council launched its official WeChat account in December 2018 in order to enhance its engagement with Chinese-speaking residents that make up 30 per cent of the population.</p> |

Promote informal discussions between Council and the community

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|--|-------------|---|
| 1.2.3.3 | Corporate Planning & Communications | Engage with residents and the digital community through face to face interactions and social media | Progressing | <p>Council continues to engage with residents through social media with a 5% increase across digital platforms. In addition, Council launched an official WeChat account in December 2018 becoming one of only three Councils in Australia on the Chinese-speaking platform. This enhances Council's ability to engage with its Chinese-speaking residents which make up 30 per cent of the population.</p> <p>Council conducted face to face workshops as part of the engagement phase of its re-branding project.</p> <p>The next round of Mayoral Street Meetings will commence next semester.</p> |

1.2.4. Foster a sense of community pride

Provide leadership on the community's vision and values

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|----------|
|------|------------------|-------------|--------|----------|

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|--|
| 1.2.4.1 | Corporate Planning & Communications | Develop a visual identify and vision for Burwood in line with community aspirations | Progressing | <p>Council commenced its re-branding project following extensive consultation during the Community Strategic Plan engagement process.</p> <p>The re-brand project consists of three phases; community engagement, creative development and implementation. Council held focus groups with members of the public and Councillors between October and December. In addition, surveys were distributed to community members.</p> <p>It is anticipated that the new brand will be launched in the next semester.</p> |

1.3. A safe community for residents, works and visitors

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

Maintain and enhance CCTV capabilities

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|--|
| 1.3.1.1 | Compliance | Ensure CCTV technology is up to date and utilised in key areas around Burwood as needed | Progressing | Council has implemented various CCTV systems within the Local Government area including a hardwire and mobile system. Council staff meet with Police to discuss crime trends and develop strategies to combat any increases in crime. This partnership has ensured that crime with the LGA has been steady or declined in most categories. |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|--|
| 1.3.1.2 | Community, Library & Aquatic Services | Deliver and support safety campaigns to target specific crimes and raise awareness in the community | Progressing | During the semester Council undertook a safety audit of Burwood Park in conjunction with Local Police. The audit identified a range of improvements relating to lighting and landscaping. Council staff have implemented the recommendations of the audit, leading to a safer environment in the park for all users. |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|---|
| 1.3.1.3 | Community, Library & Aquatic Services | Regularly meet with NSW Police and other stakeholders and implement strategies to address crime activities and trends | Progressing | Council staff attended monthly meetings held with Burwood Police Local Area Command to identify and prioritise crime issues in the Burwood Local Government Area (LGA) utilising statistical analysis, mapping of crime hotspots and physical site assessments. Through this process, potential strategies to reduce crime and improve community safety were identified that may be included in Council's Crime Prevention and Community Safety Plan (currently under development). These actions are helping Council create a safer more active public environment for residents and visitors alike. |

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|---|
| 1.3.2.1 | Compliance | Deliver campaigns and provide initiatives to target illegal dumping, vandalism, graffiti and abandoned trolleys | Progressing | <p>Council has employed a Waste Investigations Officer to focus on all forms of dumping including trolleys and general waste. In regards to rubbish dumping, this position has highlighted an increase in enforcement and a reduction in collection of dumped rubbish by Council. These reduction have occurred due to the following strategies:</p> <ul style="list-style-type: none"> - Letters informing residents to "dob in a dumper" distributed to premises near illegal rubbish dumping sites - Media articles - Fines and Notices issued to people caught offending - Highly visible taping of rubbish dumping sites - Use of CCTV mobile cameras |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <p>In regards to Shopping Trolleys, the following strategies have been implemented:</p> <ul style="list-style-type: none"> - Meetings with shopping trolley owners, collectors and shopping centre management - seeking assistance and strategies to reduce shopping trolleys on footpaths - Letters to resident requesting them to stop leaving trolleys in public places and "dob in a dumper" - Media articles including television wit State Government Shadow Minister - Strict impounding and enforcement - resulting in trolleys being impounded by Council and fines issued to people caught dumping the trolleys and trolley owners when trolley not collected from the public street - Leaflets distributed outside major shopping centres - Letters to four State Ministers seeking amendment to legislation |

Deter anti-social behaviour through design

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|--|-------------|--|
| 1.3.2.2 | Assets & Infrastructure | Implement place activation and design solutions that beautify the area and deter anti-social behaviour | Progressing | Council has developed and implemented palm tree up-lighting in Railway Parade Burwood, and shopfront ball way-lighting along the Georges River Road corridor in Croydon Park. Both projects were designed to enhance the aesthetics of the corresponding areas and support the growth of the local businesses by attracting new customers. A Shopfront Improvement Program and policy has been developed to provide local business owners and tenants who want to improve the appearance of their shopfront and building facades funding opportunities. The program aims to support the development of local businesses whilst raising the image of the Town Centre. |

Encourage and promote a safe night time culture

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|---|-------------|--|
| 1.3.2.3 | Assets & Infrastructure | Enhance street lighting, increase visibility and promote activities in and around town centres at night | Progressing | Following the successful public lighting trial of new LED technology, Ausgrid has included several LED options as part of the default list of approved lanterns for pedestrian (P) category lighting. This new LED technology has been found to increase visibility, improve reliability, enhance energy efficiency and reduce overall costs for Council. As of 31 December 2018, Council has initiated the replacement of 431 LED lights within the Burwood LGA, approximately 45% of Council's local road street lighting inventory. |

1.4. A proud and inclusive community that celebrates diversity

1.4.1. Celebrate the achievements of the local community

Share the achievements of the local community and its members

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|--|-------------|---|
| 1.4.1.1 | Corporate Planning & Communications | Publish information on local achievements through appropriate methods of communication | Progressing | <p>Council regularly publishes information on local achievements through its communication channels including social media, website and the mayoral column. Local achievements this semester included:</p> <ul style="list-style-type: none"> - Sandakan Memorial Service - Carols in the Park - White Ribbon Day - National Tree Day - Small Business Month |

Encourage and award achievements within the community

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|---|
| 1.4.1.2 | Corporate Planning & Communications | Provide initiatives such as awards and incentives to promote achievements and encourage community participation | Progressing | <p>The Sandakan Memorial Service was held on 5 August 2018 in memory of the 23 men from the local area who were held as Prisoners of War in Borneo during World War II.</p> <p>Council celebrated the achievements of young local students at its White Ribbon Day launch event held in November. During the launch, young students spoke to their peers to help raise awareness of domestic violence.</p> <p>The Carols in the Park celebrations featured performances by local community and school groups.</p> <p>Nominations were sought for Council's Citizen of the Year Awards with the finalists to be announced at the Australia Day celebrations next semester on 24 January 2019.</p> <p>Council also commenced preparations for its Burwood Art Prize and Multicultural Film Festival competitions.</p> |

1.4.2. Engage with Culturally and Linguistically Diverse communities

Ensure information is accessible to CALD community members

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|--|
| 1.4.2.1 | Corporate Planning & Communications | Provide translation support and information in relevant languages where appropriate | Progressing | <p>Signage promoting Council's language aide services is on display at Council's Customer Services and Library and Community Hub. In addition, contact details for Council's interpreter service feature in all Council publications including advertisements, residential newsletters and signage. This information is also available in all outgoing mail and newsletters in the following languages: Arabic, Chinese, Croatian, Greek, Italian, Korean, Spanish, Russian and Tamil.</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <p>Welcome to Burwood guides are available on Council's website in Mandarin, Korean, Arabic, Greek and Italian to provide information on Council's key services and initiatives.</p> <p>Council's Business Page on its website features a section in Chinese in order to provide information to the diverse business community.</p> |

Harness the digital environment to provide information to CALD groups

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|--|-----------|---|
| 1.4.2.2 | Corporate Planning & Communications | Identify and implement technology which will assist in providing information to CALD communities | Milestone | Council became one of only three Councils in Australia to introduce WeChat. Burwood has a large Chinese speaking population with 30 per cent of residents speaking either Mandarin or Cantonese. WeChat is a Chinese-based social media platform which enables Council to provide news and information on Council's services to Chinese speaking residents. |

Develop key relationships with CALD service providers

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|--|
| 1.4.2.3 | Community, Library & Aquatic Services | Identify and support CALD service providers that offer services within the community | Progressing | <p>Council provided assistance to a range of culturally and linguistically diverse (CALD) service providers, including:</p> <ul style="list-style-type: none"> - Council engaged a bi-cultural support worker to attend its Mobile Play Van service to support and assist Council staff in communicating and liaising with attendees from CALD groups, especially the Chinese community. This has proved an invaluable service to better meet the needs of this community group - Council staff participated on the working group to plan a Family Fun Day event, which will be held in April 2019 and is being coordinated by Metro Assist, a key local multicultural services provider |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <ul style="list-style-type: none"> - Council staff partnered with Chinese Australian Services Society and Council to deliver English conversation classes at the Library and Community Hub - Council's Community Grants Program supported a diverse range of local community organisations, including those which provide services to the local CALD community <p>This assistance builds local connections and creates a more engaged community.</p> |

Provide opportunities for CALD communities to share and celebrate their cultures

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|---|
| 1.4.2.4 | Community, Library & Aquatic Services | Host and support inclusive activities and initiatives to improve communication between different cultural groups and between cultural groups and council | Progressing | Council held meetings of the Multicultural Advisory Committee to provide advice on issues impacting on culturally and linguistically diverse (CALD) communities in Burwood. The key recommendation arising during this period was to offer CALD community members an opportunity to creatively express their experiences of multiculturalism through a film project. Council adopted this recommendation, provided \$5,000 in funding and commenced work on the project. This work increases community awareness, breaks down barriers and builds social harmony. |

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

Provide a program of inclusive community events which celebrate diversity

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|--|
| 1.4.3.1 | Community, Library & Aquatic Services | Engage with different cultural groups and encourage participation in events and services | Progressing | <p>Council engaged a wide range of cultural groups through Community Development programs and activities, including:</p> <ul style="list-style-type: none"> - Burwood Youth Advisory Group (BYAG) engaged with a diverse group of young people who provide advice on Council's future youth-focused |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <p>initiatives and deliver youth programs in conjunction with Council staff</p> <ul style="list-style-type: none"> - Bilingual support was provided to Council's Mobile Play Van, in particular to assist in communicating with seniors from culturally and linguistically diverse (CALD) backgrounds who are carers for their grandchildren - Council translated a range of material into Chinese, including the quarterly Community Programs brochure. <p>Through this action, Council is building a more engaged and connected community.</p> |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|--|
| 1.4.3.2 | Corporate Planning & Communications | Provide support or sponsorship to cultural events and activities within the community | Progressing | Council entered into an agreement to partner with ACCA do deliver a China Fun Lunar New Year carnival to celebrate Chinese New Year in 2019. This is the fifth time that Council has partnered with ACCA to deliver the event. In addition, Council supported the Greek Street Fair held in November 2018. |

1.4.4. Promote and celebrate the area's heritage and Indigenous history

Preserve and maintain the area's heritage and history

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|--|
| 1.4.4.1 | Community, Library & Aquatic Services | Support initiatives which celebrate the area's history and heritage | Progressing | <p>Council undertook a number of actions to support and celebrate history and heritage, including:</p> <ul style="list-style-type: none"> - Celebrations of History Week in September 2018 by hosting a 'Hidden Meanings of Headstones' talk and a tour of St Thomas Cemetery |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <ul style="list-style-type: none"> - Council's Local Studies collection showcased the area's history and heritage, and information is provided to students and researchers through formal requests - Council worked closely with the local Family History Group and the Burwood and District Historical Society. |

Preserve and promote the local Indigenous history and identify existing cultures

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|--|
| 1.4.4.2 | Community, Library & Aquatic Services | Develop a strategy to acknowledge and celebrate the local Indigenous history and community | Progressing | <p>The following actions were undertaken to acknowledge and celebrate the local Indigenous community and their history:</p> <ul style="list-style-type: none"> - Council acknowledged NAIDOC Week in July 2018 and provided an opportunity for residents to learn about bush tucker - Council's adopted Cultural Plan 2018-2022 included an action to recognise local Indigenous history through the provision of public art - Council commenced investigations into the potential development of a local Reconciliation Action Plan <p>Council has a commitment to acknowledging First Nations people and supporting initiatives towards reconciliation.</p> |

Remember and reflect on Australia's history in local context

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-----------|--|
| 1.4.4.3 | Corporate Planning & Communications | Host events and services which promote awareness of Australian history such as Australia Day and Anzac Day and history of a local | Milestone | The Sandakan Memorial Service was held on Sunday, 5 August 2018 in Burwood Park. The Service is in honour of Australian and British Prisoners of War held captive in Borneo during World War II. Burwood has a strong connection to the sacrifice made by Australian soldiers in Sandakan with more than 20 servicemen enlisted from the area. |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|--------------|--------|---|
| | | significance | | Council has commenced preparation of its Australia Day and Anzac Day services which will be held in early 2019. |

1.4.5. Promote volunteering opportunities and local participation

Work with agencies to support volunteering and partner with culturally specific organisations to provide opportunities for volunteers of CALD background

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|--|
| 1.4.5.1 | Community, Library & Aquatic Services | Form strategic partnerships and support local volunteering initiatives | Progressing | <p>Council's Volunteer Network implemented a range of strategies to support volunteering in Burwood and the Inner West, including volunteer recruitment and marketing strategies, promotion of volunteering opportunities and support and coordination of events, projects and initiatives. Examples include:</p> <ul style="list-style-type: none"> - Promotion of volunteering through the Burwood Council, Volunteer Network and GoVolunteer websites and through Volunteer Outreach and Information Sessions - Establishment and maintenance of strategic partnerships with Inner West Council and Chinese Australian Services Society (CASS) to increase the number of volunteers from CALD backgrounds - Support provided for local volunteering initiatives in the Inner West, including the Amy Large Volunteer of Year Awards in conjunction with Inner West Council, NSW Volunteering of the Year Awards in conjunction with the Center for Volunteering, International Volunteer Day Recognition Luncheon, a Diversity Framework Forum and the Stay Standing program (falls prevention for seniors) - Volunteer Network fielded 245 enquiries regarding volunteering (82 regarding volunteering specifically in the Burwood Local Government Area (LGA), conducted 35 volunteer interviews and referred 238 volunteers to not-for-profit organisations in the Inner West Area |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | Council recognises the importance and value of volunteering and the contribution volunteers make to their local community. |

Provide volunteering opportunities and participation within Council

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|--------------------------|---|-------------|---|
| 1.4.5.2 | Organisation Development | Seek volunteering opportunities for Council projects, initiatives and events where possible | Progressing | During the reporting period a number of volunteers were engaged by the Operations Centre to undertake a number of administrative/record keeping activities. Council, through the Volunteer Network provides volunteering opportunities for both Council and external agencies and businesses. |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|---|
| 1.4.5.3 | Community, Library & Aquatic Services | Provide skills development and project mentoring for individuals and groups | Progressing | Council provided support professional advice to 147 Commonwealth Home Support Program (CHSP) services across the Inner West region. The support included mentoring, guidance for service implementation and training assistance to boards and management committees. In addition, six sessions on Commonwealth aged care reforms were delivered to around 120 participants. These activities build capacity in local services to address social issues, particularly for older people in the community. |



**Leadership
& innovation**

Leadership and innovation

2.1. Community confidence in Council's decision making

2.1.1. Provide opportunities for discussions and report decisions back to the community

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|---|
| 2.1.1.1 | Governance | Conduct workshops, special meetings and forums when necessary | Progressing | <p>Council during the reporting period held open forums at each Council Ordinary Meeting. Open Forums are held at Ordinary Council Meetings where members of the public may address Council on a matter that is not on the agenda for that meeting. There is no Open Forum held at Extraordinary Council Meetings. There were no representations by the Public during the reporting period.</p> <p>Council also during the period held the following road safety forums:</p> <p>Power of Choice for students on 21 March 2019 at the Burwood RSL Club</p> |

Provide an opportunity for the community to provide input and feedback on major decisions

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|--|-------------|--|
| 2.1.1.2 | Corporate Planning & Communications | Undertake community consultations in line with the Community Engagement Strategy | Progressing | <p>Council commenced extensive consultation with the community on its proposal to apply for a special rate variation in December 2018. The consultation, entitled Funding our Future, included a broad range of traditional and innovative engagement methods to ensure that all residents were made aware of the proposal. The consultation will conclude in January 2019.</p> <p>Council undertook community wide consultation as part of its re-branding project which included focus groups and surveys with community</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | members and Councillors. These consultations were conducted in line with the Community Engagement Strategy. |

Report outcomes of Council decisions and resolutions

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|--|
| 2.1.1.3 | Governance | Provide information to the community on outcomes of Council decisions and resolutions in a timely manner | Progressing | Council during the reporting period held seven Council Meetings which were held on 24 July 2018, 21 August 2018, 25 September 2018, 30 October 2018, 27 November 2018 and 11 December 2018. The Council Agendas were published on Council's website six days prior to the meeting. The Council Meeting Minutes were published on Council's website within two days from the meeting. |

2.1.2. Inform the community on key regional projects and plans

Inform the community on key infrastructure projects which effect the local community

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|---|-------------|--|
| 2.1.2.1 | Assets & Infrastructure | Provide information on major infrastructure projects that impact the local area and community | Progressing | Major infrastructure projects completed or commenced this half year by suburb are: Burwood <ul style="list-style-type: none"> - Installation of 24 new Planter Boxes along Burwood Rd (Town Centre) - Palm Tree lighting at Railway Pde - Eureka St – Stage 1 upgrade of Kerb and Gutter, footpath and street tree replacement - Sanders Reserve playground upgrade underway |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <ul style="list-style-type: none"> - George St – Marmaduke St to Burwood Rd stormwater and footpath upgrade - Neich Parade road pavement stabilisation works - Installation of new Traffic Island at Railway Crescent intersection with Burwood Rd - Ethel St footpath, kerb and gutter and stormwater upgrade - Planting of 3 new landmark trees – 2 at Burwood Park and 1 at Woodstock - Construction of new Burwood Community Centre at Burwood Park <p>Croydon</p> <ul style="list-style-type: none"> - Blair Park Amenities Building Upgrade and Extension Underway - Blair Ave - stormwater, kerb and gutter, footpath, and road pavement upgrade - Acton St - stormwater, kerb and gutter, footpath, and road pavement upgrade - Footpath upgrades at Fitzroy St, Arthur St, Badminton Rd - Road pavement, kerb and gutter and footpath upgrade at Boundary St Croydon Park - Installation of new under shop awning lighting along Georges River Rd - Installation of 16 new parking bays • Footpath upgrade at Launcelot St - Kerb and Gutter upgrade at Tavistock St <p>Enfield</p> <ul style="list-style-type: none"> - New Awning at Henley Park Amenities Building - Installation of new double Cable Ride at Henley Park |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <ul style="list-style-type: none"> - Upgrade of Cricket Practise nets at Henley Park - Installation of additional new Solar Lighting along walking track at Henley Park underway - Replacement and upgrade of the exercise equipment along Henley Park walking track underway - Tangarra St – new footpath construction from Rawson St to Stanley St - Upgrade to Enfield Aquatic Centre foyer <p>Strathfield</p> <ul style="list-style-type: none"> - Everton Rd - road stabilisation and installation of two new raised thresholds - Wentworth Rd - Stormwater Upgrade at Cooper St <p>Burwood Heights</p> <ul style="list-style-type: none"> - New raised Pedestrian crossing and 2 raised thresholds at Arthur St |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|--|
| 2.1.2.2 | Governance | Distribute relevant information in a format that is easy to understand to ensure the community are aware of any changes to policies, regulations or legislation | Progressing | <p>During this reporting period in the Governance arena the Office of Local Government has issued a new Model Code of Meeting Practice which affects the conduct of Council Meetings and new Model Code of Conduct and the Procedures for the Administration of the Code of Conduct which sets the minimum standards of conduct for Council Officials.</p> <p>The draft Code of Meeting Practice will be reported to the March Council Meeting for approval for document to be placed on public exhibition where members of the Community may make comment. The Public Exhibition will be published through local newspaper, Council's website, the Customer</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | Service Centre and the Burwood Library and Community Hub. The draft Code of Conduct will be reported to the March Council Meeting, once adopted by Council the Code will be published on Council's website. |

2.1.3. Ensure transparency and accountability in decision making

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|---|
| 2.1.3.1 | | Provide transparent auditing processes and ensure reports are made available to the community where appropriate | Progressing | Council continued its schedule of Audit, Risk and Improvement Committee meetings with one meeting held during the reporting period, in October 2018. At the meeting the Committee were presented a report on the Recruitment and Selection Audit review, and the Financial statements 2017/2018 and Audit Report by Council's external auditors. |

Provide information in a transparent manner

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|--|
| 2.1.3.2 | Governance | Ensure all public information is accessible and made available in a timely manner | Progressing | All Council Policies, Delegations and Resolutions of Council and the Burwood Planning Panel are made available on Council's website. All Government Information (Public Access) Act 2009 Applications have been dealt within statutory deadlines. During the reporting period 110 informal application and seven formal applications have been processed. |

Provide efficient and transparent procurement and purchasing

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|----------|
|------|------------------|-------------|--------|----------|

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------|---|-----------|---|
| 2.1.3.3 | Finance & Resource Management | Maintain a transparent process when engaging with contractors, suppliers and businesses | Milestone | <p>Council has set in place effective and efficient processes for purchasing and procurement of goods and services through a comprehensive Procurement Strategy and Purchasing and Contract Management Corporate Practice along with Tendering Manual. These are updated on a regular basis in accordance with Council's Corporate Review Practice.</p> <p>In addition Council uses a number of prescribed agencies for contracts and supply agreements, namely Local Government Procurement (LGP), and Procurement Australia (PA). Council also are part of Southern Sydney Region of Councils (SSROC), and also utilise some of their contracts to enable transparency and accountability. For certain purchases the NSW Government Contracts are used.</p> |

2.2. Strong partnerships to benefit the community

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

Participate in regional associations and seek opportunities to work with neighbouring councils

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|--------------------------|---|-------------|---|
| 2.2.1.1 | Organisation Development | Participate in inter-agencies and networks within the region and deliver initiatives through established Memorandums of Understanding | Progressing | <p>Council has a Memorandum of Understanding with the City Of Canada Bay since 2017 for exploring opportunities for resource/service sharing arrangements and during this reporting period, staff from Canada Bay and Burwood have attended a number of learning and development activities hosted by either Council. In the next reporting period a formal meeting between both Council's will be established to identify and implement agreed resource/service sharing projects. In the next reporting an approach will be made to Strathfield Council to implement a similar Memorandum of Understanding. Council is an active participant on a number of industry networks attending regular meetings (i.e. StateCover; Local Government Professionals NSW; Local Government NSW; CivicRisk Mutual)</p> |

2.2.2. Develop strategic partnerships that will benefit the area and community

Maintain and establish relationships with State and Federal agencies, service providers and not for profits

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|--|
| 2.2.2.1 | Community, Library & Aquatic Services | Seek funding opportunities and work with State and Federal agencies on initiatives that will benefit the community | Progressing | <p>A range of funding opportunities were investigated, applications made and funding secured, including:</p> <ul style="list-style-type: none"> - Received a grant of \$49,277 from the Department of Social Services (DSS) for a youth/mental health project called Stronger Minds Stronger Youth to be delivered in 2019 - Successfully received \$5,000 from Club Grants to deliver an E-Safety project with 'tweens' aged 9-12 years - Worked with the Collaborative Practice Management Group (CPMG) to identify child and family needs across the Sydney District in terms of Targeted Early Intervention (TEI) funding and area priorities. This group includes government and non-government agencies and peak bodies - Commenced work on the development of a Community Safety and Crime Prevention Plan which can facilitate access to NSW Department of Justice crime prevention grants - Made a submission to Sport Australia for a new obstacle course to be built in Henley Park or Grant Park - Drafted a submission to the annual State Seniors Festival Grants Program for 2019 <p>This funding helps to build Council's capacity to respond to social needs in the area.</p> |
| 2.2.2.1 | Community, Library & Aquatic Services | Participate in regional alliances and local interagencies | Progressing | <p>Council participated in the following inter-agencies and alliances:</p> <ul style="list-style-type: none"> - Convened three Community Care Forums with an average of 40 attendees per session |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <ul style="list-style-type: none"> - Collaborated with state-wide peak bodies in delivering six Aged Care specific information sessions for culturally and linguistically diverse (CALD) residents across the Inner West - Collaborated with Ethnic Communities Council NSW in implementing the National Speak my Language Program with five sessions rolled out in the Inner West Region - Collaborated with the State-wide Sector Support and Development Officer (SSDO) Network in developing Commonwealth Home Support Program (CHSP) resources which were distributed across the state - Collaborated with Statewide CHSP trainers and SSDOs to prepare responses to three government issues papers - Facilitated three information sessions for 60 participants on wellness and re-ablement reforms - Participated on state-wide training advisory committees and training panels and provided feedback regarding CHSP and workforce needs. <p>These activities help build the capacity of the local community services sector to respond to community needs and issues.</p> |

2.3. Ensure financial sustainability and organisational effectiveness

2.3.1. Identify and maintain additional revenue sources to ensure financial sustainability

Maintain an investment strategy and policy

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

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | Staff ensure that Council are made aware of all Invested Funds through a monthly report tabled at each available meeting in accordance with Legislative requirements. |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|---|
| 2.3.1.2 | | Manage Council's property portfolio to ensure best value returns and to ensure properties are developed, renewed and maintained for the benefit of the community | Progressing | <p>Council has achieved continual comparable market rental across its leased properties. The assets are regularly maintained to ensure requirements and compliance is met for community use.</p> <p>Council is currently reviewing its Property Strategy which outlines the manner in which Council should seek to effectively conduct all of the activities relating to Council's property portfolio. The purpose of the review is to ensure Council's property strategy continues to demonstrate a 'whole of Council' framework in managing its property assets and that the guiding principles align Council's property portfolio with its service delivery. The aim of the Property Strategy will continue to assist Council in working towards financial sustainability.</p> |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------|--|-------------|---|
| 2.3.1.3 | Finance & Resource Management | Identify the community's capacity and willingness for additional sources of income and implement where appropriate or required | Progressing | During the first half of the year Council staff commenced a strategy to further reduce Council's Infrastructure Drainage backlog. A review and updating of the current Infrastructure and Building Asset Plans were completed. To fund the reduction of the backlog Council agreed to make application to IPART for a Special Rate Variation to address the shortfall in funding to achieve this goal. Council's Long Term Financial Plan (LTFP) was developed incorporating backlog calculations, community consultation |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <p>was undertaken and a submission was commenced which is to be submitted to IPART in February 2019.</p> <p>In addition Council sought additional Loan Funding in 2018-19 through TCorp borrowing, \$1 million at an attractive interest rate for Infrastructure Drainage works.</p> |

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------------------|--|-------------|--|
| 2.3.2.1 | Corporate Planning & Communications | Develop, review and monitor a Resourcing Strategy including a Workforce Plan, Asset Management Plan and Long Term Financial Plan | Progressing | <p>The Resourcing Strategy including the Workforce Plan, Asset Management Plan and Long Term Financial Plan was endorsed for public exhibition at the Council Meeting of 11 December 2019 and placed on public exhibition thereafter.</p> <p>These Plans provide the resources for Council to deliver the goals and objectives identified in Council's Community Strategic Plan.</p> <p>The Resourcing Strategy will be tabled at the 5 February 2019 Council Meeting for adoption following the public exhibition period.</p> |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|--------------------------|--|-------------|--|
| 2.3.2.2 | Organisation Development | Develop, review and monitor a Corporate Plan | Progressing | <p>In September 2018, Council approved a review of the organisation structure, which included the position of Group Manager Corporate Planning and Communications which will have responsibility for the development, review and monitoring of the Corporate Plan, in consultation with the Executive and Senior Leaders group. This position will be recruited to in the next reporting period.</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | The review of the organisation structure also included the positions of Project Management Office (PMO) and part time Business Excellence and Improvement Coordinator. The PMO will provide centralised project management expertise on all projects of a capital and operational nature (including the Corporate Plan). The part timer Business Excellence and Improvement Coordinator will be responsible for conducting Council's first organisational wide Guided Self-Assessment using the Australian Business Excellence Framework. Both positions will be created and recruited to in the next reporting period. |

Provide structured procedures and processes to ensure organisational effectiveness

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|--------------------------|---|-------------|---|
| 2.3.2.3 | Organisation Development | Identify and implement frameworks that will improve organisational efficiency and business excellence | Progressing | <p>The new part/time Business Excellence and Improvement Coordinator position was approved by Council on 25 September 2018 as part of the review of the organisation structure, as required under Section 333 of Local Government Act 1993.</p> <p>In November 2018, Council signed up to participate in the Local Government Professionals/ Price Waterhouse Coopers Australasian Local Government Performance Excellence Program which an industry developed performance management tool assists in ensuring better communication, control and management of Council's performance with our stakeholders.</p> <p>The program will provide deeper insights into relevant areas of internal business operations with quality information data to to inform decision making.</p> <p>The program covers the following areas: workforce management; finance management; operations management; risk management; corporate leadership; asset management and financial data.</p> |

2.4. Efficient and innovative customer focused services

2.4.1. Provide a 'one stop shop' for customers

Optimise the experiences of visitors to Council

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|---|
| 2.4.1.1 | | Implement a service centre at the new Council Administration offices | Progressing | <p>The service centre design plans are in the final stages of review and consideration. Engagement with staff has been undertaken throughout the design process.</p> <p>Council's new administration office at Conder Street is expected to generate numerous synergies and open up opportunities to increase service levels across the broader community.</p> <p>Council remains on target to implement the new service centre in line with the completion of the construction, anticipated to be at the end of the 2019 year.</p> |

Identify ways to provide enhanced customer service at key facilities

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------------|--|-------------|--|
| 2.4.1.2 | Customer Service & Records | Identify and implement the use of concierges and undertake customer service training with relevant staff | Progressing | <p>Council is currently investigating the use of concierges at Customer Service in line with goal 2.4.1 of Council's Community Strategic Plan.</p> <p>Council commenced preliminary research into its new customer service centre as part of the relocation to Conder Street scheduled for the end of 2019.</p> <p>In addition, Council's front counter library staff were trained by Customer Service to assist with inquiries received at the Library & Community Hub.</p> |

Maintain high quality customer service for all points of contact

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------------|---|-------------|---|
| 2.4.1.3 | Customer Service & Records | Ensure customers are attended to in line with service standards | Progressing | During the period 1 July 2018 to 31 December 2018, a total of 4760 customers were served at the counter and 79% were served within five minutes and of the 17,919 calls received from 80.5% were answered in less than forty seconds. |

2.4.2. Modernise and digitise relevant services to meet the needs of the community

Allow customers to 'do business with council' entirely online

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------------|---|-------------|---|
| 2.4.2.1 | Information Technology | Digitise all forms, applications, requests and payment methods where possible | Progressing | Council has commenced the implementation of an Online Application tracking system. The solution will provide access to information regarding development applications, construction certificates, complying development certificates and occupation certificates. The online platform will also make available documents linked to development applications, construction certificates, complying development certificates and occupation certificates submitted from 1 January 2019 as well as tracking details of the progress of the application (where applicable). |

Explore new online communication tools

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------------|---|-------------|--|
| 2.4.2.2 | Information Technology | Identify and implement technology that will enhance and improve customer experience | Progressing | <p>Council has implemented a new integrated planning and reporting system. The solution will streamline and facilitate the collection of planning and reporting information, resulting in efficiencies in the regular production of Council's Annual Report.</p> <p>Council has commenced a review of the software system used to manage the development application process. The aim of the review is to ensure that information available on Council's new Online Application Tracking</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--------------------------------|
| | | | | System is timely and accurate. |

2.4.3. Provide opportunity for ongoing community feedback to ensure best practice

Allow customers to provide immediate feedback on their experience

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------------|---|-------------|--|
| 2.4.3.1 | Customer Service & Records | Implement customer feedback mechanisms at Council facilities to receive immediate feedback on customer experience | Progressing | <p>Community facilities information checklist and feedback forms are provided to hirers to improve customer experience.</p> <p>Council conducted a community wide consultation as part of its potential application for a special rate variation between November and December 2018. The consultation included information, online surveys and other feedback mechanisms available at Council facilities to allow for immediate feedback to Council.</p> |

Monitor and measure Council's customer service

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------------|--|-------------|--|
| 2.4.3.2 | Customer Service & Records | Conduct initiatives to support and improve the training of Council staff in customer service | Progressing | Customer Service training sessions were held with Library staff to provide an overview of Frequently Asked Questions FAQ's and developing customer service techniques. |

Improve overall customer satisfaction

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------------|--|-------------|--|
| 2.4.3.3 | Customer Service & Records | Conduct regular surveys to gauge customer experience | Progressing | During the semester, Council undertook two consultation campaigns with the community. Between October and December 2018, Council engaged with the community on its re-branding project with focus groups and |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | surveys to receive feedback from the community. In December 2018, Council commenced consultation as part of its potential application to IPART for a special variation. The consultation was community-wide with newsletters and letters to all residents, information across social media platforms including WeChat and digital and hard copy feedback mechanisms available. |

2.5. Leaders in the Local Government sector

2.5.1. Provide strong leadership and advocacy on behalf of the community

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|---|
| 2.5.1.1 | Governance | Conduct regular training and induction sessions to support Councillors | Progressing | <p>The Office of Local Government has issued mandatory requirements that deal with Councillor Induction and Professional Development. As part of this requirement Council is required to develop and adopt a Councillor Induction and Professional Development Policy which includes a training program. The Policy has been developed and will be reported to the March Council Meeting for adoption and then published on Council's website. During this reporting period Councillors have attended:</p> <ul style="list-style-type: none"> - Australian Institute of Company Directors Foundations in Directorship - Local Government NSW Learning Solutions - Media Training |
| 2.5.1.1 | Governance | Provide information and resources and encourage professional development | Progressing | <p>Council is currently developing its Councillor Induction and Professional Development Program and Policy which will be reported to Council on 26 March 2019 for adoption. In this reporting period Councillors have undertaken the following courses, briefings or attended the following seminars:</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <ul style="list-style-type: none"> - AICD Foundations in Directorship - Local Government NSW Learning Solutions - Media Training with Mike McNamara at the Image Studios. Local Government NSW (LGNSW) Annual Conference – Albury <p>Councillors have also attend the following briefings:</p> <ul style="list-style-type: none"> - 30 October 2018 – Public Parking Review and Sydney Metro West Brief - 9 October 2018 – Voluntary Planning Agreements - 25 September 2018 – Voluntary Planning Agreements, Burwood Design Excellence Guidelines – Town Planning, Organisation Review - 21 August 2018 – Voluntary Planning Agreements and 2P Digital Parking |

2.5.2. Monitor and review Council's performance against other councils

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------------|--|-------------|---|
| 2.5.2.1 | Customer Service & Records | Participate in benchmarking activities and analyse results to improve Council's performance (in areas such as financial sustainability, customer services, and other service provisions) | Progressing | <p>Council has participated in the National Local Government Customer Service Benchmarking Survey in December 2018.</p> <p>During the semester, Council was notified that it ranked 2nd nationally for exceeding phone service target wait times during the 2017-18 year.</p> |

2.5.3. Strive for business excellence through innovation

Implement technology which will increase efficiencies and productivity

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------------|---|-------------|---|
| 2.5.3.1 | Information Technology | Undertake an assessment of available technology to identify solutions that will streamline business processes | Progressing | <p>Council has provided thirty additional mobile devices (tablets and smartphones) to Council's Operations Centre staff. The access to information systems while out in the field has allowed staff to streamline workflows and increase efficiencies.</p> <p>Council has implemented a wireless microphone system for use at Council meetings. The solution delivers flexibility for Council meetings and enables the space to be used for other purposes.</p> <p>Council has designed and implemented an Executive Team Online Portal. The system provides the Executive Team with timely and flexible access to information.</p> <p>Council has designed, scoped and planned upgrades to Internet and Wide area network connections. A new network provider was selected in December 2018 and the upgrades are scheduled to be completed in 2019. The faster connections will increase the speed and flexibility of access to information for staff as well as improved business continuity in the event of a disaster.</p> <p>Council commenced the project to upgrade and migrate Council's infringement system to a software as a service solution. Work started in November 2018 and entered the testing phase in December 2018. The Solution is due to go live in early 2019 and is set to significantly streamline workflows for Council's compliance team.</p> <p>Council scheduled a project to upgrade all staff PCs to Windows 10 in early January 2019. The new operating system is set to deliver a more modern user interface, faster operation and improved security features. The completion of this project will also ensure long term compatibility with the large variety of software that is used at Council.</p> |

2.5.4. Anticipate emerging trends and changes that will impact the area

Proactively monitor external strategies, technology and solutions that have the potential to impact Burwood

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------------|---|-------------|---|
| 2.5.4.1 | Customer Service & Records | Seek opportunities to be involved in pilot programs and other initiatives aimed at assessing customer needs | Progressing | <p>Council has implemented new technology that allows customers to view notification plans for development applications online.</p> <p>Burwood was the first Council in NSW to launch an official WeChat account in order to reach the Chinese-speaking population which makes up approximately 30 per cent of the local population. Council's WeChat account is used to provide information on all of Council's key services and initiatives in addition to weekly news updates.</p> |



Healthy &
Sustainable
Environment

Healthy and sustainable environment

3.1. Maintain and enhance green and open spaces

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---|--|-------------|--|
| 3.1.1.1 | Assets & Infrastructure | Develop specific plans of management for public spaces | Progressing | As part of the Holdmark Development VPA, Council staff have had some preliminary design discussions with the developers for a new urban park to be located on the existing Burwood Council Library and Community Hub car park site. A plan of management for this new public open space will be developed in due course. |
| 3.1.1.1 | Strategic Planning, Heritage & Place Planning | Ensure State and District Plan strategies are included into relevant Council planning policies | Progressing | Council is in the process of preparing a draft Local Strategic Planning Statement (LSPS) and will ensure that the State and District Plan strategies are taken into consideration in preparing the LSPS. |
| 3.1.1.1 | Strategic Planning, Heritage & Place Planning | Provide strategic planning input into future development proposal where possible | Progressing | Strategic planning input is provided through the Strategic Planning (SP) team and the Building & Development (B&D) team working closely together and through responding to referrals from the B&D team. The SP team is responsible for assessing planning proposals and may also require input from the B&D team. |
| 3.1.1.1 | Assets & Infrastructure | Identify opportunities to increase canopy coverage within the area | Progressing | Trees in Burwood are managed according to the following categories: trees on private property, street trees and park trees. Trees on private property are managed according to Council's Development Control Plan. Council owned street trees are managed under Council's Street Tree Management Strategy. Council has recently undertaken street tree |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | planting in various locations. Street tree management and new street tree planting is an ongoing activity. Staff have prepared a street tree master plan drawing for the Burwood Town Centre. This drawing shows existing trees and identifies locations for future tree planting in the Town Centre. Suggested tree species are notated on the drawing. Trees in Council's parks and reserves are managed according to the various park's plans of management. Staff have recently planted some "landmark" trees in Burwood Park and at the Woodstock Community Centre. The management of all trees in the Burwood Local Government Area is aimed at increasing the overall urban tree canopy and so there is no net loss. |

3.1.2. Pursue partnerships and opportunities to create new open spaces

Negotiate with developers for additional space upon redevelopment of sites

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---|--|-------------|--|
| 3.1.2.1 | Strategic Planning, Heritage & Place Planning | Quantify and report on additional open space provided as part of redevelopment | Progressing | Depending on the type of a redevelopment proposal, a Development Application assessment report normally includes the assessment of private and communal open space provisions in quantity and location and if Council's planning controls are complied with. |

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

Monitor and maintain local streets to mitigate risk to the environment

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|--|
| 3.1.3.1 | Operations | Provide regular street sweeping and maintenance services | Progressing | <p>Council undertakes daily cleaning of the CBD areas with a combination of machine \ manual sweeping techniques.</p> <p>Burwood Council's road network of approx 91 lineal km's is swept over a three week sweeping cycle with an additional 30 lineal km's of the network completed each week following the introduction of a second</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <p>afternoon sweeping cycle.</p> <p>Council has responded to 54 additional sweeping customer requests in the first half of the fiscal year.</p> <p>Council's proactive street sweeping program has contributed to a reduction of flooding instances during the storm events experienced in the first have of the fiscal year.</p> |

Maintain the stormwater drainage network

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|--|
| 3.1.3.2 | Operations | Regularly maintain and clean the stormwater drainage network and clear blocked pits | Progressing | <p>Council actively and routinely inspects pits identified as being hot spot or critical and schedule cleaning of these pits and pipes.</p> <p>Re-actively Council responds to Customer requests within the stipulated time frames. Council Staff responded to 88 customer inquiries in the first half of the fiscal year.</p> |

Remove priority weeds from public spaces

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|---|
| 3.1.3.3 | Operations | Implement a priority weed removal program in line with the Biosecurity Act 2015 (NSW) | Progressing | <p>Weed spraying by Contractors for all Streets and Council Carparks within the Burwood LGA is carried out approximately four times per year with the next scheduled spray in March 2019.</p> <p>Council's Parks Staff also carry out selective weed spraying of streets, parks and reserves within the Burwood LGA as required seasonally.</p> <p>All pesticide spraying is carried out in accordance with the Pesticide Regulation 2014. Residents and the General Public are notified as per</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | Council's Pesticide Notification Plan available on the website. |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|--|
| 3.1.3.4 | Operations | Trees and vegetation are maintained as required to avoid damage or risk and new vegetation is planted where possible | Progressing | <p>Park and Street Tree Maintenance activities are carried out by qualified Council Staff and Contractors to mitigate risk of damage or injury to property and persons. Tree maintenance works are completed in accordance with the Australian Standard for Pruning of Amenity Trees 2007.</p> <p>Tree removal is managed in accordance with the Local Environment Plan (LEP) for the Burwood LGA.</p> <p>Opportunities for new vegetation and planting is considered for all Capital Works and where possible maintenance works. Beautification opportunities are also considered where possible to add amenity such as the installation of planter boxes within the Burwood Road CBD Corridor, Garden Bed along Wilga Street and Dunns lane and provision of additional trees and native plantings at Wangal Park.</p> |

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|--|
| 3.1.4.1 | Operations | Undertake scheduled maintenance programs to meet community needs | Progressing | Council undertakes both a proactive and reactive maintenance program. Council's operations staff have attended over 800 reactive customer requests and have completed over 270 proactive maintenance jobs. |

Ensure sustainable materials are used for park amenities and facilities

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|--|
| 3.1.4.2 | | Maintain and upgrade existing park amenities to ensure longevity and sustainability | Progressing | <p>Council parks and reserves are maintained regularly to ensure continued service to the community.</p> <p>Council's parks and reserves are serviced daily to weekly depending on their location and usage. Facilities in which cleaning and servicing works are carried out include toilet's, BBQ and picnic areas. Additional maintenance includes emptying of bins and dog litter bins, rubbish/litter removal, playground inspections and repairs and landscape maintenance.</p> <p>Council has recently received \$2.6m in funding for the upgrade of Henley Park. This funding will deliver a range of improvements including sports field lighting, draining and turf, a Futsal pitch and refurbished amenities.</p> |

Provide support for the establishment of sensory and community gardens

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|--|-------------|---|
| 3.1.4.3 | Assets & Infrastructure | Identify opportunities to implement sensory or community gardens in existing parks, reserves and open spaces | Progressing | Staff have identified that the area at the northwest corner of the Woodstock Community Center would provide a suitable location to design and develop a sensory garden. This proposal is shown on the Woodstock Proposed Capital Works Master Plan. At this stage there are currently no plans to develop any community gardens in Burwood's parks and reserves. However, staff will investigate suitable locations for possible community gardens. |

Ensure parks are accessible and offer inclusive activities

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|---|-------------|---|
| 3.1.4.4 | Assets & Infrastructure | Ensure parks can be accessed by people living with a disability or impairment and | Progressing | All of Council parks, reserves and new playground equipment are designed to be accessed by people living with a disability or impairment, recent playgrounds completed at Henley Park and Wangal Park are fully |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|---|--------|---|
| | | that playgrounds are inclusive and accessible | | accessible to children / people living with a disability or impairment. |

3.2. Provide sustainable waste management practices

3.2.1. Promote existing recycling services

Provide education and information about Council's recycling services

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|--|-------------|---|
| 3.2.1.1 | Environment & Health | Use Council communication to inform the community on existing services | Progressing | Council has developed and introduced a waste app which is accessible to the community through i-phones or android phones. The app provides comprehensive information about Council's waste and recycling services. Information is also available through Council's website and letterbox drop to targeted homes and units by letterbox drop where able |

Ensure residents adhere to sustainable recycling practices

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|---|-------------|--|
| 3.2.1.2 | Environment & Health | Conduct bin audits and encourage residents to recycle correctly | Progressing | A comprehensive waste and recycling bin audit is to be conducted in March 2019. The results will inform Council's ongoing waste education strategy |

3.2.2. Identify emerging waste management solutions

Actively seek and identify new processes and technology

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|--|-------------|---|
| 3.2.2.1 | Environment & Health | Implement waste management solutions that will benefit the | Progressing | The implementation of the Burwood Waste Info App during the reporting period is a solution to the waste management that definitely benefits a |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | community | | portion of the residents. The App has detailed information on all aspects of waste and recycling within the Burwood LGA including e waste drop-off dates, options for correctly disposing of 'problem' wastes, collection days and forms to report illegal dumping, booked clean ups etc. |

3.2.3. Establish clear targets for recycling and reducing waste to landfill

Ensure a community wide increase in recycling and reduction in landfill

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|---|-------------|--|
| 3.2.3.1 | Environment & Health | Continue to report targets to the community | Progressing | Council continues to track and report on waste initiatives and targets for the various waste and recycling programs and projects it delivers. An annual report is submitted to Council summarising the outcomes for the programs and projects. |

3.3. Educate the community on sustainable practices

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|--|-------------|--|
| 3.3.1.1 | Environment & Health | Provide an annual calendar of initiatives on environmentally sustainable practices | Progressing | The treading lightly program was suspended during the reporting period due to Council amalgamations and reviews by individual Councils. Council is working to deliver a series of workshops focussed on sustainable practices which residents can use to improve sustainable living practices. |

Participate in regional sustainability programs

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|------------------------|-------------|---|
| 3.3.1.2 | Environment & | Work with neighbouring | Progressing | Council works with adjoining Council on regional initiatives to standardise |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|---|--------|--|
| | Health | councils and agencies to deliver sustainability programs to the community | | waste and recycling education and messages to the community. Many of the projects are coordinated through SSROC to ensure consistent and factual information is provided to the community. |

Encourage the community to follow sustainable practices

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

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

Promote public transport, cycling and walking to residents going to work and those who work in Burwood

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

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

Promote a clean environment through urban architecture and landscaping

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|--|-------------|---|
| 3.3.3.1 | Assets & Infrastructure | Identify opportunities to provide recycling and other waste collection terminals across town centres | Progressing | Council commenced its Beautifications Program as part of its extensive capital works program. Recently, cigarette bins were installed in the Burwood Town Centre in high traffic areas including outside Burwood Train Station. |

Raise awareness in the community on littering

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

3.4. Leadership in environmental sustainability

3.4.1. Invest in green and renewable technology

Implement green and renewable energy initiatives across Council facilities

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|--|
| 3.4.1.1 | | Audit existing facilities and upgrade where appropriate | Progressing | Regular inspections of Council's facilities are conducted to assess and monitor the condition of the premises, and to ensure compliance and comfort for the benefit of the community. Council seeks to ensure that the service delivery for community facilities remains at a high level for residents and stakeholders. |

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|---|-------------|---|
| 3.4.2.1 | Environment & Health | Actively advertise State and Federal initiatives through Council's established communication channels | Progressing | State Government initiatives such as the the Return and Earn scheme and Love Food Hate Waste programs are promoted through Council website. |

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

Work with developers to promote sustainable developments

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---|---|-------------|---|
| 3.4.3.1 | Strategic Planning, Heritage & Place Planning | Provide strategic planning input into developments where possible to encourage vertical gardens and green spaces within the Burwood CBD | Progressing | Assessment of planning proposals and development applications for land within the Burwood Town Centre requires consideration on green spaces provision whether by vertical, podium or roof top gardens. The Strategic Planning team is responsible for assessing planning proposals and responding to referrals (on development applications) from the Building and Development team. |

Ensure developers follow sustainable practices during construction

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|---|
| 3.4.3.2 | Compliance | Carry out a regular program of inspections of development sites to ensure compliance with safe and sustainable practices (such as sediment control and removal of materials) | Progressing | Council's Compliance Team conduct daily inspections of building site within the Local Government Area. These patrols have resulted in over \$550,000 in fines being issued in the first 6 month period of the financial year. More than 60 fines have been issued for various breaches including pollution and roadway obstructions |

3.5. Encourage and contribute to public health and welfare

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

Reduce spread of foodborne, waterborne and transferrable diseases

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|--|-------------|--|
| 3.5.1.1 | Environment & Health | Undertake regular inspections of cooling towers and water systems, food premises and health, beauty and cosmetic premises to take action | Progressing | Council public health inspection program is continuing. There were 140 inspections carried in the period July to December 2018. Enforcement action included 6 Improvement Notices and 23 Penalty Infringements. |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|--------------|--------|----------|
| | | against risk | | |

Mimimise urban related pollution such as air, water and noise pollution

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|---|-------------|---|
| 3.5.1.2 | Environment & Health | Investigate air, water and noise pollution complaints | Progressing | Air, noise and water pollution complaints continue to be investigated and resolved by Council Environmental Health Officers. There were 13 complaints attended to during the July- December period of 2018. |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|--|-------------|---|
| 3.5.1.3 | Environment & Health | An annual calendar of initiatives on public health including information in relevant community languages | Progressing | Council's environmental health officers provide educational information by way of pamphlets in languages other than English and one on one discussions with shopkeepers . Council has also scheduled a free food safety workshop for shop keepers to be held in April 2019 |

Educate the community on public health matters

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|----------------------|---|-------------|---|
| 3.5.1.4 | Environment & Health | Undertake and participate in relevant campaigns to raise awareness and engage the community | Progressing | Council provides public health information and alerts through the Council website. Council also delivers targeted information through food schools made available to shopkeepers and managers of premises which might present a public health risk. Risk premises include food shops, cooling towers , boarding houses and places of skin penetration (beauticians and the like). |

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

Educate residents on companion animals

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|---|
| 3.5.2.1 | Compliance | Provide information and relevant campaigns to raise awareness in the community | Progressing | <p>Council's Compliance Team have been focusing on two main issues within the Local Government Area during the period - rubbish dumping and shopping trolleys. Below is a review of actions and strategies under taken to promote awareness:</p> <p>Council has employed a Waste Investigations Officer to focus on all forms of dumping including trolleys and general waste. In regards to rubbish dumping, this position has highlighted an increase in enforcement and a reduction in collection of dumped rubbish by Council. These reduction have occurred due to the following strategies:</p> <ul style="list-style-type: none"> - Letters informing residents to "dob in a dumper" distributed to premises near illegal rubbish dumping sites - Media articles - Fines and Notices issued to people caught offending - Highly visible taping of rubbish dumping sites - Use of CCTV mobile cameras <p>In regards to Shopping Trolleys, the following strategies have been implemented:</p> <ul style="list-style-type: none"> - Meetings with shopping trolley owners, collectors and shopping centre management - seeking assistance and strategies to reduce shopping trolleys on footpaths - Letters to resident requesting them to stop leaving trolleys in public places and "dob in a dumper" |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | <ul style="list-style-type: none"> - Media articles including television wit State Government Shadow Minister - Strict impounding and enforcement - resulting in trolleys being impounded by Council and fines issued to people caught dumping the trolleys and trolley owners when trolley not collected from the public street - Leaflets distributed outside major shopping centres <p>Letters to four State Ministers seeking amendment to legislation</p> |

Establish pet friendly environments for animal owners

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|--|-------------|---|
| 3.5.2.2 | Assets & Infrastructure | Consider pet friendly facilities when undertaken any new plans of management for parks, reserves and open spaces | Progressing | When undertaking new plans of management for parks Council will consider new pet friendly facilities. There are currently dog off- leash areas in Henley Park, Grant Park, Blair Park and Burwood Park. |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|---|
| 3.5.2.3 | Compliance | Undertake compliance inspections for dangerous or displaced animals | Progressing | Council conduct Dangerous Dog Inspections on a yearly basis and all inspections were conducted and completed at the commencement of the period. Further inspections will be conducted towards to end of the financial year. To date all dangerous dog owners have complied with the provisions and Council only has a small number of dogs listed as dangerous in the area. |

Planning & infrastructure



Planning and infrastructure

4.1. Implement regional traffic and parking strategies

4.1.1. Ensure strategies accommodate population growth

Design traffic facilities which improve traffic flow and alleviate congestion

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

Encourage opportunities for additional public parking spaces within developments

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---|---|-------------|--|
| 4.1.1.2 | Strategic Planning, Heritage & Place Planning | Negotiate with developers for additional public parking within developments in the Burwood CBD where possible | Progressing | The Strategic Planning team is responsible for processing voluntary planning agreements negotiated between Council's General Manager and senior officers (on behalf of Council) and developers. Some of the VPAs provide for developers to make monetary contributions in lieu of the on-site provision of visitor parking. Council will then spend the contributions received on the provision of public car parking in the Burwood (and Strathfield) Town Centres. |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|--|-------------|--|
| 4.1.1.3 | Assets & Infrastructure | Investigate parking provisions during assessments of | Progressing | All major development applications are referred to Council's Traffic Engineers for review. The assessment of these applications includes |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|--------------------------|--------|---|
| | | development applications | | ensuring that provisions of off-street parking for motor vehicles and bicycles meets Councils Development Control Plan or relevant State Environmental Planning Policy, as well as confirming all relevant standards are met with regards to the design of the parking areas. |

Consider social impacts of population growth

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|---|
| 4.1.1.4 | Community, Library & Aquatic Services | Investigate the social impact and quality of life of high density living | Progressing | Council engaged students from the University of Western Sydney undertaking their Masters of Social Work qualifications to do research into the social impacts of high density living. The results of the research will be submitted to Council in 2019. The outcome of this research will build Council's capacity to leverage off the positive opportunities generated by higher density living and to respond to the specific needs of residents in this form of housing. |

4.1.2. Implement strategies to promote alternative transport use

Investigate opportunities for bus priority lanes to improve public transport efficiency

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

Seek funding opportunities for cycling facilities and cycleways

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|----------|
|------|------------------|-------------|--------|----------|

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|---|-------------|--|
| 4.1.2.2 | Assets & Infrastructure | Identify and apply for grants where possible and implement facilities which promote cycling (such a bicycle parking stations) | Progressing | Council successfully applied for grant funding via the Parramatta Road Urban Amenity Improvement Program for the installation of three new cycleways. The new cycleways link the Parramatta Road corridor to Burwood Park and Wangal Park. Demand for additional bicycle parking will be considered as part of this project. |

4.1.3. Work with key stakeholders to ensure an interegrated transport plan

Work with RMS, STA, NSW Police and major stakeholders to continue to develop new parking initiatives

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|---|-------------|---|
| 4.1.3.1 | Assets & Infrastructure | Conduct regular meetings with key stakeholders and report outcomes to the community | Progressing | The Burwood Local Traffic Committee is held monthly to review recommendations for the improvement of traffic facilities, parking initiatives, road safety matters and the movement of traffic throughout the Burwood local government area. The minutes of these Meetings are placed on the agenda for the following Council Meeting to provide an opportunity for the community to review and make comment on any recommendation prior to a decision being made. |

Participate in regional projects to ensure an integrated transport network

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

Consider pedestrians and cyclists as key stakeholders in traffic management planning

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|----------|
|------|------------------|-------------|--------|----------|

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

4.1.4. Enhance road and pedestrian safety

Educate residents on safe practices to reduce road incidents and fatalities

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

Implement traffic facilities which will enhance road and pedestrian safety

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|----------|
|------|------------------|-------------|--------|----------|

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|---|-------------|--|
| 4.1.4.2 | Assets & Infrastructure | Identify blind spots and hot spots and implement solutions to take action against potential incidents | Progressing | Blackspot projects are identified on a yearly basis following the distribution of RMS accident data. Locations which meet the criteria based on the number of accidents which have occurred are investigated to determine if engineering treatments can reduce the likelihood and severity of accidents. Council has successfully secured funding for treatments such as Everton Road raised thresholds, Tullimbar Street/Tavistock Street roundabout, Paisley Road/Brady Street roundabout, Fitzroy Street/Brady Street roundabout. |

4.2. Provide connected and accessible infrastructure

4.2.1. Improve the accessibility of Burwood CBD

Improve pedestrian flow within the Burwood CBD

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

Identify parking solutions that will alleviate traffic congestion

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|--|-------------|---|
| 4.2.1.2 | Assets & Infrastructure | Review parking strategy within the Burwood CBD and investigate parking initiatives to alleviate traffic congestion | Progressing | The third review of the Burwood Public Parking Strategy is currently underway and will be reported to Council in the first half of 2019. The Strategy Review looks at a number of options to improve parking turnover, decrease traffic generated by circulating vehicles searching for parking and |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|---|
| | | | | address the impact of high parking demand in residential streets. |

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|--|-------------|--|
| 4.2.1.3 | Assets & Infrastructure | Implement strategies and initiatives to enhance connectivity within the area | Progressing | Additional cycleways are being delivered to link the Parramatta Road corridor to Burwood Park and Wangal Park. These cycleways are fully funded via the Parramatta Road Urban Amenity Improvement Program and are scheduled to be completed in the 2019/20 financial year. |

4.2.2. Provide quality local infrastructure that caters to population growth

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|---|-------------|--|
| 4.2.2.1 | Operations | Provide an extensive capital works program to regularly maintain and renew local infrastructure | Progressing | <p>Council maintains a comprehensive Capital Works program covering all assets including but not limited to Roads, Drainage, Footpaths, KG, Beautification and other special projects.</p> <p>Completed road related projects during the first half of the fiscal year include Acton Street, Croydon Drainage, Kerb Gutter, Footpath and Road resurfacing works; Blair Avenue, Croydon Drainage, Kerb Gutter, Footpath and Road resurfacing works; Everton Road, Strathfield road rehabilitation and RMS granted funded works; Neich Parade, Burwood road rehabilitation works; Young Street, Croydon road rehabilitation works; Boundary Street, Croydon road rehabilitation works;</p> <p>Completed Footpath related projects during the first half of the fiscal year includes segments in Eureka Street Burwood, Fitzroy Street Burwood, Coronation Parade Enfield, Tangarra Street Croydon Park, Arthur Street Burwood Heights, Badminton Road Burwood Heights.</p> |

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|--|
| | | | | <p>Completed Drainage related projects during the first half of the fiscal year include segments along Wentworth Road Strathfield, Parnell Street Strathfield, Ethel Street Burwood and Angelo Street Burwood.</p> <p>Completed other projects during the first half of the fiscal year include parking bays in Croydon Park, and Traffic Calming facilities in Arthur Street Burwood Heights.</p> |

Continue to monitor the condition of infrastructure across the area

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|---|-------------|---|
| 4.2.2.2 | Assets & Infrastructure | Undertake infrastructure audits in order to determine the condition of local infrastructure | Progressing | In 2015 Council has completed new road infrastructure condition data capture and assessment following the previous data capture and assessment that was done in 2012. This new condition data has been imported into Council's New Asset Management Software ASSETIC which was procured and is being used to prioritise, schedule and formulate forward capital and maintenance works programs. Next round of road infrastructure condition data capture and assessment is to be undertaken by the end of 2019. |

4.2.3. Ensure all Council infrastructure is safe and accessible

Ensure infrastructure design aids accessibility

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|-------------------------|--|-------------|---|
| 4.2.3.1 | Assets & Infrastructure | Identify and incorporate prams and wheelchair access ramps and other facilities to improve accessibility | Progressing | During this half year Council has upgraded thirteen (13) new pram ramps across the LGA. It should be noted that pram ramps are constructed/upgraded in conjunction with capital and maintenance works projects. |

4.3. Integrate Burwood's existing heritage with high quality urban design

4.3.1. Encourage architectural integrity and aesthetically appealing buildings

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

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------------|---|-------------|---|
| 4.3.1.1 | Building & Development | Ensure that design is assessed as part of the development application process | Progressing | Council referred 7 development applications and modifications to an independent urban design consultant for specialist advice on urban design matters relating to major developments. |

4.3.2. Maintain and preserve heritage through relevant planning strategies

Ensure integrity in planning to preserve heritage

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---|--|-------------|---|
| 4.3.2.1 | Building & Development | Ensure that all development applications relating to heritage items or heritage conservation include a heritage assessment | Progressing | There were 62 referrals made to Council's Heritage Adviser for works proposed to heritage items or buildings in a heritage conservation area. |
| 4.3.2.1 | Strategic Planning, Heritage & Place Planning | Provide information and education relating to heritage as it applies to development | Progressing | Council's Executive Strategic Planner / Heritage Advisor, who is a member of the Strategic Planning team, provides information and advice on heritage matters to the general public. The heritage data including mapping and schedule in the Burwood Local Environmental Plan is placed on Council's website and is updated when need arises. |

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

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

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

| Code | Responsible Unit | Action Name | Status | Comments |
|------|------------------|-------------|--------|----------|
|------|------------------|-------------|--------|----------|

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---|---|-------------|---|
| 4.4.1.1 | Strategic Planning, Heritage & Place Planning | Provide strategic and planning input into major regional infrastructure strategies and projects | Progressing | Strategic planning input is provided in response to request for information from State Agencies on major regional projects such as Planned Precincts, Metro West and Parramatta Road Urban Renewal. |

4.4.2. Partner with key stakeholders to deliver major projects

Work with State and Federal Governments and developers to ensure major infrastructure projects benefit the community

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|---|---|-------------|---|
| 4.4.2.1 | Strategic Planning, Heritage & Place Planning | Actively participate in the planning process of regional and metropolitan infrastructure projects and advocate for the area's needs | Progressing | The Strategic Planning team actively participates in the planning process of regional projects such as Planned Precincts, Metro West and Parramatta Road Urban Renewal, and advocates for introducing appropriate planning controls to address local needs. |

4.5. Ensure customer focused processes for development services

4.5.1. Ensure support and provide efficient assessment of developments

Provide support and information on development processes

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------------|--|-------------|--|
| 4.5.1.1 | Building & Development | Develop and provide information on development application processes and services in an accessible and easy to understand format | Progressing | Council engaged consultant to alter its DA tracking system to permit access for residents to all documentation lodged with a development application. The preparation work for this service was carried out in the second half of 2018 and went live at the beginning of 2019. |

Ensure streamlined and timely processes for development services

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------------|--|-------------|---|
| 4.5.1.2 | Building & Development | Assess development applications in a timely manner | Progressing | The Mean turn over time for DA's during this period was 100 days with a Median turnover time of 92 days.It is envisaged that with the the filling of the 2 senior town planning positions the turnover times will be reduced next period. |

4.5.2. Ensure independence and transparency in decision making on significant developments

Facilitate and coordinate the Independent Hearing and Assessment Panel

| Code | Responsible Unit | Action Name | Status | Comments |
|---------|------------------|--|-------------|--|
| 4.5.2.1 | Governance | Report decisions made by the Independent Hearing and Assessment Panel to the community | Progressing | During the reporting period six Burwood Local Planning Panel (BLPP) Meetings were conducted on 10 July 2018, 14 August 2018, 11 September 2018, 13 November 2018 and 4 December 2018. The BLPP Meeting Agendas are published on Council's website six days prior to each meeting. The official minutes and the recording of meetings are published within two working days on Council's website. Panel Member's declaration of Conflicts of Interest for each meeting are also published on Council's website. |

Vibrant city & villages



City and villages

5.1. Maximise Burwood's regional and strategic status within inner western Sydney

5.1.1. Stimulate the local economy and activate the Burwood CBD

Plan and facilities economic development strategies that stimulate the economy and attract businesses

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|---|
| 5.1.1.1 | Corporate Planning & Communications | Review and monitor Economic Strategies and policies | Progressing | <p>Council introduced a Beautification Works Program as part of its overall economic strategy in order to enhance its town centres and activate the local economy.</p> <p>Council is in the process of reviewing its Economic Strategies in line with the Delivery Program.</p> |

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

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|-------------------------------------|--|-------------|---|
| 5.1.1.2 | Corporate Planning & Communications | Apply for grants and sponsorships, and seek participation regional, metropolitan and nation-wide initiatives | Progressing | <p>Council actively sought partnerships for its major events including Burwood Festival and Carols in the Park.</p> <p>In October, Council partnered with the NSW Government and Commonwealth Bank of Australia to deliver a series of seminars and networking events as part of Small Business Month</p> |

Promote Burwood CBD as a destination for food and culture

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|--------------------------|---|-------------|--|
| 5.1.1.3 | Corporate Planning & | Promote and enhance the retail and dining experience in | Progressing | Council extended its annual Christmas Decorations Program across its town centres to enhance the festive spirit and encourage visitors to shop |

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|------|--------------------------|--|--------|---|
| | Communications | Burwood through initiatives which attract visitors | | <p>and dine locally. The decorations included Christmas trees at Burwood Park, Railway Square and The Strand Croydon, decorative garlands and festive lighting. This year, Council enhanced its decorations program at Georges River Road with new tree lighting and welcome banner.</p> <p>The seasonal banner program featured two new banner designs celebrating spring and summer in Burwood.</p> <p>Beautification works continue across town centres to enhance the visual aesthetics of the area with new tree planting, planter boxes and tree lighting.</p> <p>Council's recently launched WeChat account highlights Burwood as a destination for dining in order to attract visitors to the area.</p> <p>The Woodstock Markets were launched in November with a variety of artisan stalls drawing crowds from across the inner west region.</p> |

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

Enhance and promote mix use buildings to ensure the Burwood CBD maintains its regional status

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|---|--|-------------|---|
| 5.1.2.1 | Strategic Planning, Heritage & Place Planning | Review planning provisions for development controls and encourage mix use development where possible | Progressing | Land in the Burwood and Strathfield Town Centres is zoned B4 Mixed Use under the Burwood Local Environmental Plan (BLEP) 2012. Mixed use developments are permissible and encouraged in the B4 zone under the BLEP. The BLEP is required to be reviewed and updated by mid 2021. Development controls in the BLEP and the supporting Burwood Development Control Plan will be reviewed for appropriateness. |

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

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

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|--------------------------|---|-------------|---|
| 5.1.3.1 | Organisation Development | Provide and support opportunities for employment, placements, traineeships and volunteering where appropriate | Progressing | Council continues to support the community in providing work experience, learning and observation opportunities for students, trainees and volunteers to broaden their understanding of the world of work. During the reporting period the Operations Centre utilized 2 Graduate Engineers within Civil Construction and Maintenance teams to assist in delivering the Capital Works Program. |

5.1.4. Provide facilities to businesses, services and institutions for corporate events

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

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|----------------------------|--|-------------|--|
| 5.1.4.1 | Customer Service & Records | Offer a range of facilities for hire that accommodate the various types of use required by businesses, services and institutions | Progressing | The new Burwood Park Community Centre has been completed. The facility has been furnished with new equipment and technology to conduct corporate events. Council provides a range of venues across the area to suit the diverse needs of the community with different venues providing spaces for corporate, community, educational and lifestyle events. |

5.2. Support and engage with local services and businesses

5.2.1. Promote local businesses and services to the community

Promote the services of local businesses to boost the local economy

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|--|
| 5.2.1.1 | Corporate Planning & Communications | Develop communication material that promotes local services and businesses to the | Progressing | Council's newly launched WeChat account features information on the shopping and dining available in the area in order to promote local services to the wider community. |

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|------|--------------------------|-------------|--------|---|
| | | community | | A digital business newsletter is currently being developed. |

5.2.2. Develop programs to strengthen and sustain local businesses

Facilitate educational and advisory initiatives that encourage good economic practices

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|---|
| 5.2.2.1 | Corporate Planning & Communications | Support State agencies in delivering business services to the community | Progressing | Council partnered with the NSW Government to deliver a series of workshops and networking opportunities as part of NSW Small Business Month in October 2018. The event was launched with a networking evening which included a presentation from Burwood Council on its role in supporting local business and an introduction from the Burwood Business Chamber. Two sessions were held on tax and social media in both English and Mandarin. |

Engage with local business organisations and chambers

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|--|
| 5.2.2.2 | Corporate Planning & Communications | Maintain ongoing dialogue and identify opportunities to support initiatives or deliver joint projects | Progressing | <p>Council partnered with the NSW Government to deliver a series of workshops and networking opportunities as part of NSW Small Business Month in October 2018. The event was launched with a networking evening which included a presentation from Burwood Council on its role in supporting local business and an introduction from the Burwood Business Chamber. Two sessions were held on tax and social media in both English and Mandarin.</p> <p>Council sought sponsorship from local businesses as part of its Burwood Festival and Carols in the Park event.</p> |

5.2.3. Encourage participation of local businesses in community events

Invite local businesses to participate in Council's civic events

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|-------------------------------------|---|-------------|--|
| 5.2.3.1 | Corporate Planning & Communications | Provide regular notice to businesses of Council's upcoming events and provide opportunities for involvement | Progressing | <p>Council provides ongoing notifications to local businesses on Council's upcoming events and initiatives. In particular, Council sent letters to businesses in Burwood Town Centre prior to the Burwood Festival and Carols in the Park event.</p> <p>Croydon Park businesses also received a notification advising them of the enhanced Christmas decorations program for Georges River Road.</p> |

5.3. Enhance and foster the local identity

5.3.1. Promote opportunities for public art and culture

Encourage authorised public art and live performances and activations within the Burwood CBD

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|---------------------------------------|--|-------------|---|
| 5.3.1.1 | Community, Library & Aquatic Services | Implement public art and street music programs to enhance the culture within the Burwood CBD | Progressing | Council adopted a Public Art Strategy in October 2018 and commenced implementation. The first projects from the strategy will be rolled out during 2019. The introduction of more public art to Burwood, such as murals and sculptures, will help to beautify the area and create an increased sense of community identity and pride. |

5.3.2. Maintain an attractive Burwood CBD

Enhance the aesthetics of the Burwood CBD through architecture and landscaping

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

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|------|--------------------------|-------------|--------|--|
| | | | | centre master plan has been prepared showing the proposed capital works for the beautification of the Burwood CBD. Staff are currently preparing a photo montage of shopfront elevations for Burwood Road in the CBD to help inform and visualise potential areas for beautification. A specific town centre master plan has been prepared showing the proposed capital works for the beautification of the Strathfield town centre. |

Ensure the Burwood CBD and town centres are clean and presentable

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|--------------------------|--|-------------|---|
| 5.3.2.3 | Compliance | Deliver a Safe & Clean program to monitor the CBD and town centres | Progressing | The Safe & Clean Team conduct patrols of all main business locations within the Local Government Area (LGA) on a daily basis Monday to Sunday between the hours of 10am to 6pm. Such location covered include: Burwood Road, The Boulevarde, Liverpool Road, The Strand and Georges River Road. The Safe & Clean Team have ensured that the main business streets remain in a clean and safe manner by removing light litter and reporting any roadway obstructions. A performance report is completed every quarter highlighting the improvements to the LGA |

5.3.3. Support innovation which will enhance local identity and culture

Ensure the Burwood CBD is a modern and innovative centre

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|--------------------------|---|-------------|---|
| 5.3.3.1 | Information Technology | Identify and implement emerging technology that will enhance the CBD and attract visitors | Progressing | Council has upgraded the speed of the internet connection available to the public at Burwood Library and Community Hub. The new connection has more than doubled the speed of internet access for both WiFi and PC based customers. |

5.3.4. Provide civic events which foster a sense of pride in the community

Deliver a range of civic events which attract visitors to the area

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|-------------------------------------|--|-----------|--|
| 5.3.4.1 | Corporate Planning & Communications | Facilitate and coordinate major events that celebrate the area | Milestone | <p>Council hosted Carols in the Park on Saturday, 8 December 2018 The event was a great success with thousands attending the event throughout the day and during the main stage program. The evening concluded with a dazzling fireworks display.</p> <p>Unfortunately, the Burwood Festival was cancelled for safety reasons due to the extreme weather conditions. As a result, Council enhanced its Carols in the Park event to feature a carnival prior to the main stage entertainment.</p> |

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

5.4.1. Update and maintain the aesthetics of town centres and villages

Enhance the aesthetics of village town centres including Croydon, Croydon Park and Enfield

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|--------------------------|---|-------------|--|
| 5.4.1.1 | Assets & Infrastructure | Develop master plans for village town centres | Progressing | Staff have compiled various village town centre capital works master plan drawings detailing proposed beautification and upgrading works. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present. These include, Burwood CBD, Strathfield CBD, The Strand Croydon, Liverpool Rd shopping strip, Georges River Road shopping Strip. |

5.4.2. Promote and recognise local history through urban design

Interpret the local history and character of the area through art and design

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|------|--------------------------|-------------|--------|----------|
|------|--------------------------|-------------|--------|----------|

| Code | Responsible Officer Unit | Action Name | Status | Comments |
|---------|---------------------------------------|---|-------------|--|
| 5.4.2.1 | Community, Library & Aquatic Services | Identify local history and implement art and design that creates a sense of pride in the area | Progressing | Council commenced planning and promotion of the next Burwood Art Prize to be delivered in mid-2019. Local artists will be invited to submit entries and the best works will be put on public exhibition. This activity reveals the wealth of talent in the local area and creates a stronger sense of civic pride. |

