

BURW2030D HALF YEARLY REPORT

1 January 2019 to 30 June 2019



Burwood Council
heritage ■ progress ■ pride

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Introduction

The Integrated Planning and Reporting Process

**Burwood2030
Community
Strategic Plan**

**Delivery
Program
2018-2021**

**Operational
Plan
2018-2019**

**Half Yearly
Report
1 Jan - 30 June
2019**

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

This Half Yearly Report is the final report for the Operational Plan FY2018-2019. It provides the community with a summary of how Council has responded in the second half of this financial year to the strategic goals, objectives and planned actions outlined in the Delivery Program 2018-21.

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

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

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

Measuring our success

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

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

Our highlights

Building on progress from the first half year and adding the period 1 January 2019 to 30 June 2019,

11 Milestones achieved
137 actions progressing
0 items on watch





Burwood Arts Prize 2019



Funds committed for Drainage upgrades



Abandoned Trolley Campaign



Easter at Mobile Playvan



Community and 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 staff ran a wide range of successful programs to meet the needs of different groups in the community. A few examples are noted below: The Burwood Youth Change Maker Awards were held in April 2019 demonstrating the achievements of local young people and their commitment to the Burwood local community. The Burwood Youth eSafety Project involved the creation and distribution of 2,000 mindfulness information and colouring booklets to local students to address key youth online safety concerns.</p> <p>An International Women’s Day Careers Connection Event was delivered with over 200 people in attendance. The event provided local women, parents and families with information and workshops on employment services.</p> <p>A Family Fun Day event was held in April 2019 in partnership with Metro Assist. The event connected local community and health service providers with over 1000 families.</p> <p>Council co-hosted a Disability Inclusion Seminar in May 2019 for the Inner West Region. 80 service providers attended to learn how to assist children and families to receive NDIS funding and how to support them and refer them to other service provides.</p> <p>Council’s Seniors Festival was held in February 2019 at Fitzroy Hall. Later in the year, Council staff commenced the roll out of a program of social bus outings for seniors in the Burwood in partnership with Access Sydney Community Transport. The program has been designed to include two assisted trips for seniors who are unable to take public transport due to mobility issues.</p>

Code	Responsible Unit	Action Name	Status	Comments
				These activities arise from and strengthen partnerships between Council and the community. Through these community development programs Council continues to engage with and address the needs of local residents. Importantly, these programs help to break down social isolation and build social capital, thereby increasing community capacity, resilience and wellbeing.

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

Code	Responsible Unit	Action Name	Status	Comments
1.1.1.2	Community, Library & Aquatic Services	Administer a grants program and actively promote other funding opportunities available to community groups	Progressing	<p>Council's Community Grants Program provides funding to local community services and not-for-profit organisations that undertake valuable projects that benefit our local community. This year, as part of Council's 2018-19 Community Grants Program, 14 organisations were awarded a total of \$40,000 funding. Successful recipients will be delivering projects that will be of benefit to local children, families, young people, culturally and linguistically diverse communities and people living with a disability.</p> <p>Council also actively promotes other funding opportunities available to community groups. For example, staff participate on the Burwood Club Grants review committee. Through this program Club Burwood supports a wide range of charitable bodies, community groups, schools and sporting organisations.</p> <p>In April 2019, Council participated on the Inner West Region Parenting Small Grants funding selection panel. Through the panel, 18 community organisations were awarded \$35,000 from the Department of Family and Community Services (FACS) and NSW Health to run parenting initiatives and courses for Burwood and other residents.</p> <p>Community organisations play an important role in providing assistance and services to vulnerable or disadvantaged members of the community. These grants enable Council to support these organisations to address social issues in the local community.</p>

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 Library Services updated and added to its 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 analysis of borrowing trends to ensure the collections remain relevant - A stocktake of all library resources was completed to increase accuracy of the library catalogue <p>Library Services also provided regular and well-attended 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 - Summer Reading Club - Book Week - Reading Hour - Implementation of the Little Free Library - Visits by TAFE and local childcare centres <p>These library activities create a more informed and better connected community.</p> <p>Library Services also migrated to Spydus, a new and improved Library Management System (LMS). The new system will better meet the changing needs of the Burwood Community with its innovative patron-centric features. The basic system went live on 25 June 2019 and further features will be rolled out over coming months.</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	Library Services added 402 items in Korean, Hindi, Italian and Chinese to its collections during the six months between July and December 2018 and 645 items between January and June 2019. 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.

Establish key partnerships with agencies and services providers

Code	Responsible Unit	Action Name	Status	Comments
1.1.2.3	Community, Library & Aquatic Services	Deliver services, resources and initiatives in conjunction with agencies and service providers	Progressing	<p>Library Services partnered with multiple agencies to deliver 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 2018 by the Mental Health Advocacy Service - Participation in the Super Heroes Program with Community Development - Pop up information stalls with Hearing Australia and State Library of NSW (Law and Drug Information Week) - Sustainability workshops with the Ethnic Communities Council <p>These initiatives help to 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	<p>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.</p> <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

1.1.3.2	Community, Library & Aquatic Services	Improve the design of Learn to Swim and other programs and actively promote to the community	Progressing	<p>Learn to Swim (LTS) is a highly valued Council program with almost 2,000 students enrolled during peak periods. The program teaches vital lifelong skills to children and adults that help keep them safe around water and enables better enjoyment of aquatic activities.</p> <p>Staff at the Enfield Aquatic Centre are continually monitoring the performance of the LTS and looking to make improvements to create better alignment with industry standards. For example, after a successful 12 month trial of pool deck support using experienced instructors, the function has been made ongoing to assist parents and carers with program enquiries and address any issues arising. Also, the program instructors have received ongoing training and support to ensure the highest standard of tuition has been provided to our students.</p> <p>Council's adoption of a new brand will allow enhancements to the promotion of the LTS and other aquatic programs to be made.</p>
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Provide a safe and healthy environment for patrons

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.3	Community, Library & Aquatic Services	Undertake continual testing of water quality, safety audits and staff training to ensure a healthy and safe environment in accordance with NSW health standards	Progressing	<p>Staff of the Enfield Aquatic Centre undertakes regular water testing to maintain optimum water quality for customers in accordance with NSW Health standards. This year, improvements have been made to the testing sheets to improve the efficiency of the testing program. Independent testing arrangements have been reviewed and alternative service providers are being sourced in order to ensure impartiality of sample collection.</p> <p>To provide the community with exceptional aquatic services, a high level of water quality is a critical component that helps maintain a healthy aquatic environment.</p>

Enhance parks and open spaces to promote recreational activities

Code	Responsible Unit	Action Name	Status	Comments
1.1.3.4	Assets & Infrastructure	Implement master plans for major parks and upgrade existing parks and reserves according to usage type	Progressing	<p>Staff recently prepared a master plan for the upgrading of Henley Park and Blair Park. The upgrading of facilities in Henley Park is currently underway with the following capital works upgrades recently completed.</p> <ul style="list-style-type: none"> - Design and construction of new cricket facilities - Design and construction of 13 new sports field flood lighting towers - Design and installation of 13 solar lights to illuminate pathways - Design and construction of 5 new picnic shelters <p>Design and construction of 8 new fitness stations. Future Henley Park upgrade works include:</p> <ul style="list-style-type: none"> - The Design and Construction of a synthetic Futsal field - Design and construction of new field irrigation, drainage and turf works for the 2 southern fields - Refurbishment and extension of the Amenities Block. Also in Blair Park the following capital works upgrades are completed or underway. Upgrading of the amenities building - 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 programs and activities has been offered during the year.</p> <p>Community Soccer was delivered every Wednesday afternoon during school terms at Burwood Park, with coaching provided by Inter Lions. Over 40 children participated in this popular recreation program.</p> <p>Falls Prevention programs for seniors were rolled out in partnership with groups such as the Sydney Local Health District. The 'Stay Standing' program was an inclusive program for local seniors and the 'Stepping On' program was specifically targeted at Mandarin speaking seniors.</p> <p>Recreational services are one of the most important factors influencing that helps create liveable cities. The work helps to achieve a more active, engaged and healthy community.</p> <p>Staff secured a grant for over \$300,000 for a Challenger Obstacle Course, which is an active fitness structure that aims to increase youth participation and decrease anti-social behaviour. The obstacle course will be developed in Grant Park during 2019/2020 and will be accessible to all community members free of charge.</p> <p>Active and passive recreational activities are a key factor in creating liveable urban environments. The work done undertaken by Council in this regards 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	<p>Council continues to promote and facilitate the use of venues to its community groups, particularly local groups, senior groups and not for profit groups.</p> <p>The Hire of Community Facilities Policy was updated, facilitating senior and community group access, and ensuring discounts are applied appropriately.</p> <p>The community facilities usage rates during the semester were:</p> <ul style="list-style-type: none"> - Woodstock 394 - Community Hub 62 - Fitzroy Hall 360 - George Street Centre 296 - Burwood Park Community Centre 228

Provide space for sporting and recreational activities

Code	Responsible Unit	Action Name	Status	Comments
1.1.4.2	Customer Service & Records	Offer parks for hire and identify green and open spaces that can be used for passive and active use by the community	Progressing	<p>Council is currently investigating the possibility of trial gourmet food markets at Woodstock Community Centre and Park. The markets are aimed at reactivating the site with passive activity for the community. In February and June 2019, two additional Woodstock Artisan Markets have been trialled at Woodstock Community Centre and Park with the aim of 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 across the area.</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 during the year to encourage active community participation.</p> <p>The Multicultural Advisory Committee (MAC) enables local community leaders to discuss and provide advice to Council on local multicultural issues.</p> <p>Burwood Youth Advisory Group (BYAG) is for young people aged 12-24 who lives, work, study or have a demonstrated connection to the Burwood Area. BYAG actively contributes to community programs, events and initiatives for young people.</p> <p>Council delivers the Mobile Play Van service, which is an inclusive service that encourages community engagement and provides support through building connections with the community. The service runs four days a week during school term providing fun activities for children and their families. The service facilitates the development of child/parent relationships, a sense of community and belonging. While at the same time offering information about local community services.</p> <p>Council staff also provided information sessions for older people and people with a disability and their carers.</p> <p>This broad 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 has used a range of communication methods to reach members of the 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% increase across the social media platforms from January 2019 to June 2019.</p> <p>Council employed these methods to promote its Community events and services.</p> <p>Council increased the frequency of its newsletters, understanding that for many in the community mailed information was still the preferred method of communication. Traditional and digital engagement methods were used to ensure the community had a say in future planning, such as the consultation on a modern library and community space.</p>

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. For instance informal language is used on social media channels in order to increase engagement with the youth demographic and simple English for matters of importance such as its Operational Plan and Budget consultation. The choice of language ensures that all residents can understand the information that is provided.</p> <p>In addition, Council uses different languages in order to communicate with cultural groups. For instance Council's community engagement surveys were translated into simplified Chinese, Korean and Nepali to reflect the desire to reach the growing and emerging communities in the LGA. Council's use of WeChat provides 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	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. The profile of Council has increased with over 5% growth on the platform between January and June 2019. Council's new online DA tracking system has greatly enhanced customer experience and access to information.

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	Progressing	The demand for better online services, E-commerce capabilities, a quality user experience and more interactive capabilities are the key drivers behind the need for Council to develop a new website. Council has met with prospective suppliers to initiate the scope of the new website project. This will inform the Brief for the Request for Quote process which will commence in FY2019/2020.

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	Council continues to implemented innovative solutions to enhance engagement. During last semester, Council launched its WeChat account becoming one of only three Councils in Australia on the platform. Since that time the channel's follower numbers have grown by over 5%.

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	The profile and demographics of Burwood continue to shift and change. As communities become more established, new communities emerge. Identifying the growing Korean community and the emerging Nepali community, Council's recent engagement survey sought input about the development of a modern library and community spaces, which was translated into those languages. Council has also facilitated the Mayoral engagement with Korean Seniors Groups.

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's WeChat platform continues to grow, engaging Chinese-speaking residents who make up 30% 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 Mayor has attended several community group events to promote Council's achievements and to listen to input and feedback that will inform ongoing Council improvements.</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
1.2.4.1	Corporate Planning & Communications	Develop a visual identify and vision for Burwood in line with community aspirations	Milestone	<p>Council commenced its re-branding project following extensive consultation during the Community Strategic Plan engagement process. The strategy was to develop a visual identity the community can connect with that represents a modern Burwood that has historical roots but has emerged as a vibrant and diverse community and hub.</p> <p>The re-brand project consisted of three phases; community engagement, creative development and implementation. After community engagement activities with members of the public and Councillors were completed two concepts emerged. These concepts were presented to Councillors and tested with two community focus groups to identify the final design. The new visual identity will be launched in the next financial year.</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 met 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	<p>Council has successfully delivered a range of safety campaigns during the year.</p> <p>The White Ribbon Day event consisted of an expert panel chosen for their experience and knowledge in government, law enforcement, media and community services. The panel addressed questions written by local</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>students on domestic violence and raised community awareness around this complex social issue. Over 500 students and members of the public were in attendance.</p> <p>Over 15,000 household safety booklets were distributed to Burwood residents, providing both personal and household safety tips, key contacts and information on illegal dumping.</p> <p>The Superheros Safety Program was rolled out across schools in the Burwood LGA educating young children on personal safety and the role they can play to protect the environment.</p> <p>Feeling safe in your home and local community is an important part of everyone's health and wellbeing. Council's programs continue to target crime and safety issues and raise community awareness, making our community safer, more sustainable and resilient.</p>

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	<p>Council works closely with local Police and community organisations to plan for a healthy and safe community. Council staff attended monthly meetings with Burwood Police Local Area Command to identify and prioritise crime issues in the Burwood Local Government Area 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, which is currently under development.</p> <p>These actions are helping Council create a safer public environment for residents and visitors alike.</p>

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 camera - In regards to Shopping Trolleys, the following strategies have been implemented: <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" - Generating media attention including media articles featured in local media and television with 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 the legislation <p>Compliance is continuing tagging and removing trolleys from the roadway.</p>

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	<p>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.</p> <p>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. This program has now been approved and adopted.</p> <p>Council has also designed and completed a new section of glass fencing along Burwood Road. The glass fencing includes the installation of stainless steel impact resistant bollards and laminated glass panels that will not only improve the overall safety for all outdoor eating patrons but will also enhance the appearance of the Burwood Town Centre.</p>

Encourage and promote a safe night time culture

Code	Responsible Unit	Action Name	Status	Comments
1.3.2.3	Assets & Infrastructure	Enhance street lighting, increase visibility and promote activities in and around town centres at night	Progressing	<p>Following the successful public lighting trial of new LED 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 5 June 2019, Council has initiated the replacement of 905 LED lights within the Burwood LGA, approximately 95% of Council's local road street lighting inventory.</p>

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	Through our multiple communications channels, Council regularly provides updates and information for the community on local achievements to foster a sense of pride in the local area. Utilising social media, media releases, Council's website, the regular Mayoral column and newsletters, locals have been promoted through initiatives such as the Citizen of the Year Award, Citizenship Ceremonies and the 2019 Burwood Arts Prize. Council is also proud to support and promote local schools by featuring school bands, musicians and vocalists as well as the cadets at our events and memorial services.

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>Council strives to foster and recognise the unique, creative talent, great achievements and inspiring actions of our citizens.</p> <p>This semester, Council celebrated the achievements of its community with the Citizen of the Year Awards at the Australia Day celebrations on 24 January 2019.</p> <p>Burwood youth were recognised as part of Council's 'Young Voices out of the Shadows' public exhibition during Youth Week in April and also showcased local creative talent with the Burwood Art Prize and Multicultural Film Festival competitions.</p> <p>Council continued to provide a platform for local schools and community groups through performances at its events and services.</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>Council has included Google translate on its website to enable easy translation of content with up to 90% accuracy.</p> <p>Engagement was recently undertaken asking the community to have a say in what a modern library and community spaces might look like. The survey developed for the engagement was translated into simplified Chinese, Korean and Nepali to ensure these large and emerging Burwood LGA communities provided insights into future planning decisions that will benefit and enhance community life in Burwood.</p> <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 features 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> <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	<p>Council became one of only three Councils in Australia to introduce WeChat. Burwood has a large Chinese speaking population with 30%of residents speaking either Mandarin or Cantonese. WeChat is a Chinese-based social media platform that enables Council to provide news and information on Council's services to Chinese speaking residents.</p> <p>Council has included Google translate on its website to enable easy translation of content with up to 90% accuracy, ensuring all in our community are able to access important information.</p>

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 staff provided assistance to a range of culturally and linguistically diverse (CALD) service providers.</p> <p>A bi-cultural support worker attended Council’s Mobile Play Van service. This worker assisted Council staff in communicating and liaising with attendees from different CALD groups, especially Chinese speaking community members.</p> <p>Council staff made a key contribution to the Family Fun Day event held in April 2019 that was coordinated by Metro Assist. The event provided over 1000 families with exposure to 24 community agencies, many of which were CALD service providers.</p> <p>Council staff partnered with Chinese Australian Services Society (CASS) to deliver English conversation classes at Speaker's Corner at the Woodstock Community Centre.</p> <p>Council’s Community Grants Program supported a diverse range of local community organisations, including those who provide services to the local CALD community.</p> <p>Council staff worked with local Police to deliver safety presentations quarterly to over 100 international college students in Burwood. The presentations helped to explain Australia’s enforcement laws and safety tips on how to stay safe.</p> <p>Burwood prides itself on becoming an increasingly diverse community made up of many languages and cultural groups. In order to understand and appreciate our many cultures, Council must identify and support local CALD services. 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	<p>Council staff supported a range of activities and initiatives to improve connections between Council and local cultural groups.</p> <p>Regular meetings were held with the Multicultural Advisory Committee (MAC) that provided advice on issues impacting on culturally and linguistically diverse (CALD) communities in Burwood. The key recommendation arising from the MAC was to offer CALD community members an opportunity to creatively express their experiences of multiculturalism through a film project. Council adopted this recommendation and provided \$5,000 in funding to deliver this project. The result was the 2019 Multicultural Film Festival, which was screened at the Woodstock Artisan Market on 23 June 2019.</p> <p>Council engaged a bi-cultural support officer at its Mobile Play Van service and at other community initiatives, such as International Women's Day. The worker engaged local Chinese parents and grandparents who are of non-English speaking backgrounds. The support enabled Council to better understand the needs of local cultural groups and build relationships with different CALD groups.</p> <p>In doing so, Council is fostering social harmony, increasing community awareness and building a stronger and more cohesive community.</p>

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 staff engaged with a wide range of cultural groups through community development programs and activities.</p> <p>The Multicultural Advisory Committee (MAC): a diverse group of local community leaders who come together to discuss and provide advice to Council on multicultural issues. This year the MAC delivered their first local community initiative, a Multicultural Film Festival at Woodstock Park.</p> <p>The Burwood Youth Advisory Group (BYAG) is made up of a diverse group of young people who provide advice on Council's youth-focused future initiatives and deliver youth programs in conjunction with Council staff.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>Bilingual support was provided to Council's Mobile Play Van to assist in communicating with seniors from culturally and linguistically diverse (CALD) backgrounds who are carers for their grandchildren.</p> <p>Council translated a range of material into Chinese languages, including the quarterly Community Programs brochure.</p> <p>Culture is a strong part of people's lives. It influences their views, values and connections. Through these actions, Council is building a more engaged and culturally 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	<p>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.</p> <p>Council has continued its support and sponsorship of the annual Vasak Day held on 19 May, which brought together the community's Buddhists and non-Buddhists alike to celebrate the birth, enlightenment and passing of Buddha.</p>

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"> - Council's Local Studies collection showcased the area's history and heritage, and information is provided to students and researchers through formal requests - Use of creative displays to highlight the area's heritage <p>Council staff worked closely with the local Family History Group and the Burwood and District Historical Society.</p>

Preserve and promote the local Indigenous history and identify existing cultures

Code	Responsible Unit	Action Name	Status	Comments
1.4.4.2	Community, Library & Aquatic Services	Develop a strategy to acknowledge and celebrate the local Indigenous history and community	Progressing	<p>A number of actions were undertaken to acknowledge and celebrate local indigenous history.</p> <p>Council provided funding to the NAIDOC Week School Initiatives Program, which actively promotes education and awareness of Aboriginal and Torres Strait Islander culture amongst primary and high school students. Council staff are currently planning a free NAIDOC event to be held in July 2019. This event will showcase indigenous stories, dance and music to over 100 parents and children aged 5 – 12 years.</p> <p>Council commenced investigations into the potential development of a local Reconciliation Action Plan. This will be further progressed in FY19/20.</p> <p>Council's Cultural Plan 2018-2022 includes an action to recognise local indigenous history through the provision of public art. A project is currently underway to incorporate Aboriginal themes into public art projects, such as the Burwood Park Community Centre.</p> <p>Council is committed 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
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Code	Responsible Unit	Action Name	Status	Comments
1.4.4.3	Corporate Planning & Communications	Host events and services which promote awareness of Australian history such as Australia Day and Anzac Day and history of a local significance	Milestone	<p>Retaining the stories, history and heritage of the area is very important to the Burwood Community. During the six month period, Council held three significant events that celebrated, commemorated and raised awareness of Burwood's role in Australian history.</p> <p>The Australia Day event brought Burwood's diverse community together to celebrate what makes us one. Family activities included jumping castles, bungee trampolining, face painting and designated spaces for family picnicking and mingling. The event also included an outdoor screening of two famous Australian movies – Babe (1994) and Paper Planes (2015).</p> <p>Under the theme of 'Coming Home' the 2019 Anzac Day Commemorative Service and the Burwood National Servicemen's Nashos Commemorative Service paid tribute to those who served and died, as well as those who returned physically and emotionally scarred. The Anzac Service commemorated the brave men and women who had served and are currently serving the nation.</p> <p>The National Servicemen or 'Nashos' as they have affectionately become known answered the call through the National Service Scheme of 1951 to 1972 and fought alongside the Australian Armed Services. Held in June, this year marked the 12th anniversary of Council's annual event.</p>

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 recognises the importance and value of volunteering and the contribution volunteers make to their local community. Council's Volunteer Network implemented a range of strategies to support volunteering in Burwood and the Inner West. This included volunteer recruitment and marketing strategies, promotion of volunteering opportunities and support and coordination of events, projects and initiatives.</p> <p>Examples include:</p> <ul style="list-style-type: none"> - Promotion of volunteering through the Burwood Council, Volunteer

Code	Responsible Unit	Action Name	Status	Comments
				<p>Network and GoVolunteer websites and through Volunteer Outreach and Information Sessions</p> <ul style="list-style-type: none"> - Establishment and maintenance of strategic partnerships with Multicultural Care 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, Burwood Youth 2019 Change Maker Awards, Speakers Corner, South West & Inner West Sydney 2019 Service Providers Best Practice Forum, implementing independence, wellness and re-ablement models in CHSP and Home Care Program, International Women's Day and the Stay Standing Program (falls prevention for seniors) <p>The Volunteer Network fielded 265 enquiries regarding volunteering with 92 specifically about volunteering in the Burwood Local Government Area (LGA). Of the enquiries, 25 volunteer interviews were conducted and 245 volunteers were referred to not-for-profit organisations in the Inner West Area.</p>

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, an ongoing number of volunteers were engaged at the Operations Centre to carry out essential administrative/record keeping activities. Additionally, opportunities have been provided to Volunteers to gain valuable experience in the Records Management area. Council's program through the Volunteer Network continues to provide volunteering opportunities for both Council, 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 staff provided support and 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, 6 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 and 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	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. During the reporting period Council held open forums at each Council Ordinary Meeting. There is no Open Forum held at Extra-ordinary Council Meetings. There were no representations by the Public during the reporting period.

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>Community Engagement is a key framework that Council operates within, ensuring the community are able to participate in decision-making that affects the quality of their environment and lifestyle. Council undertook extensive consultation in the last semester with the community on its proposal to apply for a special rate variation (SRV). The consultation, entitled Funding our Future, included a broad range of traditional and innovative engagement methods. The engagement report was included in the application to the Independent Pricing and Regulatory Tribunal (IPART) and contributed to the approval of the SRV.</p> <p>Community wide consultation was undertaken as part of its re-branding project, which included focus groups and surveys with community members and Councillors. The report along with the final brand identity was endorsed by Council.</p> <p>As part of investigations into creating more community spaces and a library upgrade, Council asked the community to have their say on what a modern library and community spaces might look like. An online survey translated into three languages gathered over 250 responses and two focus groups were facilitated. The outcome will inform future planning.</p>

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 five Ordinary Council Meetings which were held on 5 February, 26 March, 23 April, 28 May, 25 June and an Extra-ordinary Council Meeting 22 May. 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 affect 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	<p>Major infrastructure projects completed or commenced this half year are:</p> <p>Burwood</p> <ul style="list-style-type: none"> - Nicholson St – Stormwater drainage upgrades and road re-sheeting - Pilchers Lane road re-sheeting - Footpath reconstruction works at Fitzroy St, Hornsey St, Oxford St, Quandong Ave, Tahlee St and Waimea St - Stormwater Upgrades at Clarence St from Burwood Rd to Shaftesbury Ave and Seale St from Angelo St to Quandong Ave - Sanders Reserve Playground upgrade - New pedestrian glass fencing along Burwood Rd from Victoria St East to George St - Planting of Cherry Blossoms trees in Burwood CBD <p>Croydon</p> <ul style="list-style-type: none"> - Road re-sheeting at Young St from Meta St to Grosvenor St - Footpath upgrades at Chelmsford Ave, Cheltenham Rd, Cross St, Croydon Ave, Lucas Rd, Paisley Rd, Robinson St and Webb St - Blair Park amenities building upgrade and extension - The Strand beautification works – Croydon Shopping Centre <p>Croydon Park</p> <ul style="list-style-type: none"> - Footpath upgrades at Blenheim St, Brighton St, Parkhill St, Tangarra St, Violet St and Coronation Parade <p>Enfield</p>

Code	Responsible Unit	Action Name	Status	Comments
				<ul style="list-style-type: none"> - Kerb and gutter reconstruction at King St - Footpath upgrades at Coronation Parade, Liverpool Rd, Llangollan Ave and Mitchell St - Installation of additional new solar lighting along walking track at Henley Park - Replacement and upgrade of the exercise equipment along Henley Park walking track-Replacement of 5 picnic shelters - Relocation/new cricket pitch on the western field of Henley Park - New sports field flood lighting at Henley Park <p>Strathfield</p> <ul style="list-style-type: none"> - Footpath upgrade at The Boulevard

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	During Council's Governance reporting period, the Office of Local Government's new Model Code of Meeting Practice was placed on public exhibition for a period of 42 days. The Model Code of Meeting practice affects the conduct of Council meetings. Members of the community were able to make comment; however, Council received no comment. The draft Code of Meeting Practice was adopted at the Council Meeting on 26 March 2019. The new Code of Meeting Practice will be effective from the next Council Meeting, 23 July 2019. The document has been published on Council's website for members of the community.

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	Information Technology	Provide transparent auditing processes and ensure reports are made available to the community where appropriate	Progressing	<p>Council continued its schedule of Audit, Risk and Improvement Committee meetings with two meetings held during the reporting period, on 19 February and 27 May 2019.</p> <p>At these meetings the Committee were presented with the following reports:</p> <ul style="list-style-type: none"> - Rates Management Review – Internal Audit Report

Code	Responsible Unit	Action Name	Status	Comments
				<ul style="list-style-type: none"> - 2018-19 Audit Engagement Plan - Recruitment and Selection Review – Progress Report - Event Management Process – Internal Auditor Selection and Evaluation Process Report - IT Vulnerability Test – Progress Update

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	<p>All Council Policies, Delegations and Resolutions of Council and the Burwood Planning Panel are made available on Council's website.</p> <p>During the reporting period, 80 informal applications and 29 formal applications have been processed under the Government Information (Public Access) Act 2009.</p>

Provide efficient and transparent procurement and purchasing

Code	Responsible Unit	Action Name	Status	Comments
2.1.3.3	Finance & Resource Management	Maintain a transparent process when engaging with contractors, suppliers and businesses	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 is part of Southern Sydney Region of Councils (SSROC), and 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	Council continues its active cooperation with the City Of Canada Bay for resource/service sharing arrangements. Strategic collaboration has been promoted in the reporting period with all neighbouring councils (Canada Bay, Strathfield, Inner West and Canterbury-Bankstown) in the preparation of Local Strategic Planning Statements and regional plans. Council is an active participant on a number of industry networks and attends regular meetings (i.e. StateCover; Local Government Professionals NSW; Local Government NSW; CivicRisk Mutual)

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 by Council during the year with a number of grants being secured. This includes:</p> <ul style="list-style-type: none"> - A \$330,321 grant from Sport Australia to develop an innovative obstacle course fitness structure for youth in Grant Park - A \$49,277 grant from the Department of Social Services (DSS) for a youth/ mental health project called Stronger Minds Stronger Youth. This is a two year project and is currently being delivered by Council staff - A \$5,000 grant from Club Grants to deliver an E-Safety project with 'tweens' aged 9-12 years - A \$7,500 grant from Club Grants to deliver Council's Seniors festival - A \$2,000 Youth Week NSW grant from the Department of Family and Community Services to deliver the Burwood Youth Change Maker Awards - Funding of \$11,500 from Club Burwood RSL and others to run the Groovability Festival

Code	Responsible Unit	Action Name	Status	Comments
				<p>Council staff also 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 priority areas. This group includes Government and non-government agencies and peak bodies. Staff commenced work on the development of a new Community Safety and Crime Prevention Plan which can facilitate access to NSW Department of Justice crime prevention grants.</p> <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 interagencies and alliances:</p> <ul style="list-style-type: none"> - Convened three Community Care Forums with an average of 40 attendees per session - Collaborated with state-wide peak bodies in delivering 6 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 5 sessions rolled out in the Inner West Region, including Burwood - Collaborated with Inner West and Canada Bay Councils on aged care consultations - Partnered with the Library Service to deliver 6 information sessions reading the Australian Aged Care System to residents - 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 state-wide CHSP trainers and SSDOs to prepare responses to 3 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.

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	<p>Council has developed an Investment Strategy and an 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.</p> <p>Staff ensure that Council are made aware of all Invested Funds through a monthly report tabled at each available meeting in accordance with Legislative requirements.</p>

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

Code	Responsible Unit	Action Name	Status	Comments
2.3.1.2		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	Milestone	<p>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 was undertaken and a submission was commenced. Council submitted an application to IPART in February 2019 for a four year 2% above rate peg increase; Council was notified on the 14 May 2019 that the application was successful.</p> <p>In addition Council sought additional Loan Funding in 2018-19 through TCorp, borrowing \$1 million at an attractive interest rate for additional 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	Milestone	Council adopted the Resourcing Strategy including the Workforce Plan, Asset Management Plan and Long Term Financial Plan at the 5 February Council meeting. The purpose of the Resourcing Strategy is to demonstrate to the community that Council has committed sufficient resources, time, money, assets and people to deliver the community's vision and aspirations for Burwood.

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	During the reporting period, Council has been undertaking extensive work with its Leadership Team, aimed in particular at the development of an internal Corporate Strategic Plan. The plan was finalised in June 2019, and its implementation will be complementary to the delivery of the Community's plan, Burwood2030.

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	In September 2018, Council approved a review of the organisation structure, which included the introduction of specific functions and roles for Corporate Planning and for Business Excellence and Improvement, aimed at identifying clear links between community plans and best practice service delivery. Under its continuous improvement approach, Council conducts regular services reviews each year, to ensure services provided are aligned with community's expectations.

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 and Council is currently conducting a survey on its customer service experience.</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 is researching different service models into its new customer service centre as part of the relocation to Conder Street scheduled for the end of 2019.</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 January 2019 to 30 June 2019, a total of 4246 customers were served at the counter, with 79% of them being served within five minutes. Of the 19,637 calls received during the period, 73% 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 completed the implementation of an Online Application tracking system. The solution provides 24/7 online access to information and documents, submitted from 1 January 2019 and relating to development applications, construction certificates, complying development certificates and occupation certificates.

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 has streamlined and facilitated the collection of planning and reporting information, resulting in efficiencies in the regular production of Council's Annual Report.</p> <p>Council has carried out a review of the software system used to manage the development application process. The review has ensured that information available on Council's new Online Application Tracking System is timely and accurate.</p>

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	Council has introduced new customer feedback software and a terminal at Woodstock Community Centre. The electronic questionnaire will allow customers to provide immediate feedback on their experience and it will also guide decision-making processes for future activities at the facilities.

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 staff have completed a 'Listen to Win' training session aimed at improving listening techniques to ensure a better service is provided to customers.

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, monthly meetings were held with Council's Multicultural Advisory Committee (MAC) on issues impacting culturally and linguistically diverse (CALD) communities in Burwood. Monthly meetings were held with Council's youth committee, the Burwood Youth Advisory Group (BYAG) on the future needs of youth and their current engagement with the Burwood area. Council's networks such as the Child and Family interagency and Youth interagency are used frequently to engage with a range of local service providers on community needs and experiences. Council also consulted with seniors about running a series of assisted bus trips in the Burwood LGA, better connecting them to local services and activities.

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 was required to develop and adopt a Councillor Induction and Professional Development Policy which includes a training program. Council adopted the Policy on 26 March 2019. During the reporting period, all Councillors have undertaken a professional development assessment with LGNSW and an individual development program will be developed.</p> <p>During the period, the following Councillor Workshops were conducted:</p> <ul style="list-style-type: none"> - February 2019 - Funding our Future and Special Rate Variation - March 2019 - Local Strategic Planning Statement and Relocation of the Administration Building - April 2019 - Enfield Aquatic Centre Master Plan - May 2019 - Local Strategic Planning Statement

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>During the semester Council received the National Local Government Customer Service Benchmarking results.</p> <p>Burwood Council Customer Service ranked 1st for percentage of phone calls answered within KPI target and 2nd for phone abandonment rate for a Council with less than 200 Full Time Employees (FTE).</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 continued to increase the amount of information available to Operations Centre staff in the field by implementing additional applications and software solutions on mobile and tablet devices. The access to information systems while out in the field has allowed staff to streamline workflows and increase efficiencies.</p> <p>Council has carried out several upgrades to Internet and Wide Area Network connections:</p> <ul style="list-style-type: none"> - A faster internet connection is now in use at Council, removing previous internet access limitations and facilitating access to online information and to cloud based systems by staff - Council has increased the speed of the Wide Area Network connection to the Operations Centre, removing a previous bottleneck and delivering effective access to systems and information for Operations Centre staff <p>Network upgrades to Woodstock Community Centre and the Enfield Aquatic Centre 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 has completed the migration of the infringement system to a software as a service solution. The new system went live in February 2019 and has streamlined workflows for Council's compliance team.</p> <p>Council upgraded all staff PCs to Windows 10 in January 2019. The new operating system has delivered a more modern user interface, faster operation and improved security features. The completion of this project has ensured 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	Council is currently investigating the implementation of a new booking system that includes online bookings capabilities. This is aimed at increasing the efficiency of the booking process, making our facilities more attractive to current and potential hirers and to providing easier access to information for Customers.

Healthy and 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 Burwood Place (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	Milestone	A Draft Local Strategic Planning Statement (LSPS) is nearly complete, with an anticipated exhibition in August 2019 incorporating State and District Plan strategies.
3.1.1.1	Strategic Planning, Heritage & Place Planning	Provide strategic planning input into future development proposal where possible	Progressing	The project is ongoing, as the strategic planning team becomes involved in upfront discussions with proponents and improves green/grey infrastructure and public domain outcomes. Good design will be embedded within LSPS and local character statements.
3.1.1.1	Assets & Infrastructure	Identify opportunities to increase canopy coverage within the area	Progressing	<p>Trees in Burwood are managed according to the following categories:</p> <ul style="list-style-type: none"> - Trees on private property - Street trees - Park trees <p>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 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.</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>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. Council has also allocated \$100,000 to planting 500 trees in the Burwood LGA commencing in the 2019/20 financial year.</p> <p>Council staff will be developing a strategy to implement these trees in the most suitable locations to best increase the urban tree canopy and reduce the overall temperature of the urban environment.</p>

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	Council has initiated discussions with the Department and Government Architect offices to improve public space outcomes and is focussed on the improvements to both green/grey infrastructure. Council is collaborating with both agencies to implement improved spatial planning for this infrastructure through LSPPS and design-oriented strategic planning. This will also involve an LGA-wide masterplan.

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 approximately 91 lineal kms is swept over a three week sweeping cycle. An additional 30 lineal km's of the network is completed each week, following the introduction of a second afternoon sweeping cycle</p> <p>Council has responded to 67 additional sweeping customer requests in the second half of the fiscal year.</p>

Code	Responsible Unit	Action Name	Status	Comments
				Council's proactive street sweeping program has contributed to a reduction of flooding instances during the storm events experienced in the first half of the fiscal year.

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>Council responds reactively to Customer requests within the stipulated time frames. Council Staff responded to 48 customer inquiries in the second 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. The scheduled spray in March 2019 was completed on time.</p> <p>Council's Parks Staff also carry out selective weed spraying of streets, parks and reserves within the Burwood LGA as required seasonally.</p> <p>All pesticide spraying is carried out in accordance with the Pesticide Regulation 2014. Residents and the General Public are notified as per Council's Pesticide Notification Plan available on the website.</p> <p>Council Staff are investigating and trialling alternative products as alternatives to glyphosate herbicides products.</p>

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. There has also been provision of additional trees and native plantings at Wangal Park.</p> <p>Council's Operational Teams have completed additional plantings and beautification works at The Strand, Burwood Road, Wentworth Road and Everton Road intersection.</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, sports fields, 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 211 proactive maintenance jobs in the second half of this fiscal year.

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</p>

Code	Responsible Unit	Action Name	Status	Comments
				<p>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 the area in the northwest corner of the Woodstock Community Centre as a possible suitable location to design and develop a sensory garden. This proposal is shown on the Woodstock Proposed Capital Works Master Plan. Staff will further develop a concept plan for this area in the near future. 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 that playgrounds are inclusive and accessible	Progressing	All of Council parks, reserves and new playground equipment are designed to be accessed by people living with a disability or impairment. The recent playgrounds completed at Sanders Reserve and at Henley Park are fully 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	The Council waste app continues to be well received by the community. Council is also updating the website with relevant environmental and sustainability information. Information and updates regarding changes and improvements to Council waste and recycling services are also included in the communication platforms.

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 audit has been undertaken as programmed. Results are currently being collated and will be presented to Council once all SSROC Council audits have been completed and analysed. The findings will inform Council's education programs.

3.2.3. 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 community	Progressing	Council has introduced new services through partnerships including the Bower Reuse Centre and Cotton King which is a clothing and textile recycling facility. Council has also introduced an enhanced green waste service providing twice a year green waste drop off days at Council's Operation Centre. The twice a month e-waste drop off days continue to be well used by the community. The new services are promoted through Council communication platforms including social media.

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	A series of workshops and events will be available after 1 July with a waste diversion/sustainability focus to help educate and engage local residents.

Participate in regional sustainability programs

Code	Responsible Unit	Action Name	Status	Comments
3.3.1.2	Environment & Health	Work with neighbouring councils and agencies to deliver sustainability programs to the community	Progressing	Council works with neighbouring Councils on regional initiatives to standardise 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 is being rolled out via Council communication Channels. Council has dedicated cycleways and makes provision in large developments to accommodate alternate transport infrastructure including share car services and bicycle parking stations.

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	Environment & Health	Identify opportunities to provide recycling and other waste collection terminals across town centres	Progressing	Council is investigating the opportunity to use the Community Recycling Centre at Regatta Road Five Dock. Canada Bay City Council operates the facility and Burwood Council has approached Canada Bay with a request to enter into a partnership for use of the facility by the residents of Burwood. Council is also reviewing recycling opportunities at all parks and reserves throughout the Local Government Area.

Raise awareness in the community on littering

Code	Responsible Unit	Action Name	Status	Comments
3.3.3.2	Environment & Health	Undertake campaigns to reduce littering in town centres	Progressing	The Waste team works with the Compliance and Clean and Safe teams to monitor and control littering in the main town centres in an effort to ensure littering is kept to a minimum. Special attention is given to the main town centres to promote anti littering campaigns and messages. Council also has a dedicated waste investigations officer for the investigation and follow up and prosecution where possible of littering offences.

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	<p>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.</p> <p>Council is currently in the process of considering a cloud based software solution to provide strategy and service level scenarios to manage and maintain assets, improve service levels and reduce capital and maintenance spending.</p>

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 Return and Earn scheme and Love Food Hate Waste programs are promoted through Council website.

3.4.2. 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	As per previous comments, LSPS will embed good design and green/grey/public space will be at the heart of future developments.

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 conducts daily inspections of building sites within the Local Government Area. These patrols have resulted in over \$110,000 in fines being issued in the fourth quarter period of the financial year. More than 27 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 against risk	Progressing	Council registered premises and public health inspection program is continuing. There were 232 registered premises inspections carried for the reporting period January to June 2019. Enforcement action included the issue of 3 Improvement Notices and 13 Penalty Infringements Notices.

Minimise 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	Public health, air, noise and water pollution complaints continue to be investigated and resolved by Council Environmental Health Officers. There were 28 complaints investigated during the January to June reporting period of 2019. There were 20 complaints relating to registered premises and 8 noise pollution complaints.

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 one on one discussions with shopkeepers and topic specific pamphlets in languages other than English. Council conducted a free food safety workshop for shopkeepers 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 (such as beauticians and tattoo parlours).

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	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: 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: <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

Code	Responsible Unit	Action Name	Status	Comments
				<ul style="list-style-type: none"> - 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" - Media articles including television with 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

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. In particular, Council has recently engaged a consultant to undertake a new Plan of Management for 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 conducts Dangerous Dog Inspections on a yearly basis. All inspections were conducted and completed at the commencement of the period. Further inspections are currently being conducted with information to date indicating that all dangerous dog owners have complied with the provisions. Council only has a small number of dogs listed as dangerous in the area.

Planning and 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 development applications	Progressing	All major development applications are referred to Council's Traffic Engineers for review. The assessment of these applications includes ensuring that provisions of off-street parking for motor vehicles and bicycles meets Councils Development Control Plan or relevant State Environmental Planning Policy, as well as confirming all relevant standards are met with regards to the design of the parking areas.

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	<p>Council engaged students from the University of Western Sydney doing their Masters of Social Work to undertake research into the social impacts of high density living. Extensive research has been completed and the next stage will be a targeted survey in English and Chinese for residents living in high density areas to further inform the outcomes. The final results of the research with recommendations for future action will be submitted to Council in 2019.</p> <p>This research builds Council's understanding of the needs of residents in high density dwellings and increases capacity to leverage off the positive opportunities generated by higher densities, such as economic benefits, to better respond to the identified needs.</p>

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 New South Wales 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
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, with the first link along Neich parade having been completed. Demand for additional bicycle parking will be considered as part of this project.

4.1.3. Work with key stakeholders to ensure an integrated 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
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	<p>Several Road Safety Programs are run every year with an aim of reducing accidents and educating the public on road rules and behaviour improvements. Council’s Slow Down campaign targets streets which have a high percentage of recorded accidents which 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.</p> <p>Council’s Walk Safe campaign is targeted towards pedestrians to ensure that they are aware of their surroundings when crossing the street, and that they cross at safe locations. The Graduated Licensing Scheme Workshops helps new drivers gain the correct knowledge by educating parents and carers who will be accompanying new learner drivers. In addition regular meetings with local schools are undertaken to ensure that the road environment surrounding the school is safe, in addition to providing educational materials to the schools to be passed on to students and parents.</p>

Implement traffic facilities which will enhance road and pedestrian safety

Code	Responsible Unit	Action Name	Status	Comments
4.1.4.2	Assets & Infrastructure	Identify blind spots and hot spots and implement solutions to take action against potential incidents	Progressing	<p>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 four projects being Weldon Street, Paisley Road/Reed Street, Burwood Road/Nicolson Street/Ethel Street and Woodside Avenue/Conder Street.</p>

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	<p>Pedestrian only walkways are being provided as the Burwood CBD continues to be developed. An existing walkway has been provided as part of the B1/Emerald Square development which links Clarendon Place to Wynne Avenue. This walkway will continue as part of the current Burwood Grand development which will link Wynne Avenue to Conder Street. Additional pedestrian only walkways identified in Council's DCP include Burwood Road to Burleigh Street, Deane Street to Victoria Street and Burwood Road to Elsie Street.</p> <p>Further investigations into restricting access for vehicles will form part of the upcoming Traffic and Transport Study to be completed in early 2020.</p>

Identify parking solutions that will alleviate traffic congestion

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

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

Code	Responsible Unit	Action Name	Status	Comments
4.2.1.3	Assets & Infrastructure	Implement strategies and initiatives to enhance connectivity within the area	Progressing	Additional cycleways are being delivered to link the Parramatta Road corridor to Burwood Park and Wangal Park. These cycleways are fully funded via the Parramatta Road Urban Amenity Improvement Program. The first link along Neich Parade has been completed, with the remaining two links 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 second half of the fiscal year include:</p> <ul style="list-style-type: none"> - Nicholson Street: Burwood Drainage, Kerb Gutter, Footpath and Road resurfacing works - Clarence Street: Burwood Drainage and Kerb Gutter - Seale Street: Burwood Drainage, Kerb Gutter and road resurfacing works - Blenheim Street Croydon Park: footpath works - Chelmsford Avenue Croydon: footpath works - Cheltenham Road Croydon: footpath works - Croydon Avenue Croydon: footpath works - Faunce Street Burwood Heights: footpath works - Hornsey Street Burwood: footpath works - Llangollan Avenue Enfield: footpath works - Oxford Street Burwood: footpath works - Parkhill Street Croydon Park: footpath works - Quandong Avenue Burwood: footpath works

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	<p>In 2015, Council has completed new road infrastructure condition data capture and assessment. Previous data had been captured and assessed 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. The next round of road infrastructure condition data capture and assessment is to be undertaken by the end of 2019.</p>

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 twelve (12) 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 5 new 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 41 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	This is ongoing. LSPS and local character statements will identify heritage to conserve and enhance as required.

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
4.4.1.1	Strategic Planning, Heritage & Place Planning	Provide strategic and planning input into major regional infrastructure strategies and projects	Progressing	As per previous comments on collaboration with the Department and GANSW, as well as LSPS which has 'big moves' which strategise on desired major infrastructure outcomes for Burwood and the wider region. This will be supported by multiple technical studies including traffic/transport, open space, resilience and urban design/masterplan.

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	This is ongoing as part of LSPS development including liaising with District councils, GSC, the Department, GANSW and adjoining LGAs to improve regional outcomes.

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 introduced a new DA tracking system (Masterview) to permit access for residents to all documentation lodged with a development application. The system commenced in February 2019. Work has also commenced on the DoP's Planning Portal for the introduction of electronic lodgement of DA's as well as referrals to State agencies and Sydney City Eastern Planning Panel through the portal.

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 turnover time for DA's during this period was 100 days (same as last reporting period) with a number of long standing major DA's being determined in that time. A median turnover time of 82 days for this period (an improvement from last quarter) indicates a range of turn over times with a higher number at the lower end of the scale.

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, four Burwood Local Planning Panel (BLPP) Meetings were conducted on 12 February, 12 March, 14 May and 11 June 2019. 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 and villages

Vibrant city and villages

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

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>A strong focus has been placed this semester on engaging with the Chinese business community and small businesses across the LGA. Forums and seminars have been held to further understand local business needs, provide learning opportunities and a forum for Council to better understand how it can help businesses to be sustainable and stimulate economic grow for the area.</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 continues to seek partnerships for its major events such as Burwood Festival and Carols in the Park.</p> <p>In this semester, Council entered into partnership agreements with large event holders Australian Cultural and Commerce Association (ACCA) and their partner China Fun, and two large Australian Chinese media agencies TVBA and New Impressions for their respective events. TVB Anywhere Carnival and Moon Festival to be held later in the year.</p>

Promote Burwood CBD as a destination for food and culture

Code	Responsible Officer Unit	Action Name	Status	Comments
5.1.1.3	Corporate Planning & Communications	Promote and enhance the retail and dining experience in Burwood through initiatives which attract visitors	Progressing	<p>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 launched a pilot Shopfront Improvement Program providing grant funding to incentivise business owners along Burwood Road to improve the appearance and quality of shopfronts and awnings. The launch was announced at a forum for shop owners to better understand Council compliance rules. A facilitated Q&A was held in English and Mandarin and a useful FAQ fact sheet was created to assist with understanding Council policies.</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 held in June 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	This will be refined once the LSPS is exhibited, made, and upon the completion of local character statements and urban design/master plan for the LGA. This will eventuate in amendments to the LEP and DCP.

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	<p>Council continues to support the local community including high schools and in particular Southern Cross Vocational College at Burwood. Council provides work experience opportunities where students are placed in various areas of Council to gain an understanding of the broad operations of Council and to assist them to fulfil their Higher School Certificate requirements. These placements assist in a very practical and positive way to assist students with their transition from school to a working environment. Council appointed a Finance trainee through MEGT in January 2019 which has been of great benefit to both parties.</p> <p>Graduate Engineers have also been placed within the Civil Construction and Maintenance teams to assist in delivering the Capital Works Program.</p>

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	<p>A customer feedback terminal has been installed at Woodstock Community Centre, which helps to guide decision-making processes in the facility hire process.</p> <p>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.</p>

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 community	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.

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 continues to support State agencies in delivering business services to the area by actively promoting programs and initiatives that benefit the Burwood Community. 'Business Connect' is an initiative run by the State Government Department of Industry that links independent business advisors with new and growing businesses.

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	Council has been in discussions with Service NSW to support and promote their 'Easy to do Business' program developed by the Small Business Commissioner and Services NSW. The program provides Council and its existing and potential local businesses with a digital platform and state wide policy solutions that make it easier for small businesses to start up and grow. The service provides step by step guidance through application processes ensuring that the quality of submissions lodged with Council will be decision ready, saving time in having to go back and forth for more information or updates.

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	Council provides ongoing notifications to local businesses on Council's upcoming events and initiatives. In particular, Council sent letters to businesses in Burwood's Town Centre to notify, encourage participation and cross promotion of the Australia Day event, ACCA China Fun Carnival, Easter in the Park.

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	<p>Council adopted a Public Art Strategy in October 2018 and has commenced its implementation.</p> <p>Council staff have worked with key stakeholders, including the Croydon Park Business Chamber, Roads and Maritime Services and Croydon Park Public School to plan for the implementation of public art on traffic signal boxes and a local school wall. Further projects are planned in different locations in 2019/2020.</p> <p>Arts and culture can create opportunities for individual expression, community dialogue and shared cultural experiences. 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.</p>

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 compiled a list of capital works in the various village town centre into a master plan that includes drawings that details the proposed beautification and upgrading works. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present. 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. This works will dovetail into the specific town centre master currently be prepared for the beautification of Burwood Road from Parramatta Rd to Church Street within Burwood CBD. 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	<p>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:</p> <ul style="list-style-type: none"> - Burwood Road - The Boulevarde - Liverpool Road - The Strand - Georges River Road <p>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.</p>

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 and the free WiFi hotspot on Railway Parade. The new connection has doubled the speed of internet access for both WiFi and PC based customers. As a result of the upgrade, the WiFi system has been reconfigured and is now able to serve a larger number of concurrent customers whilst still providing them all with a good internet connection.

5.3.5. 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 a successful Australia Day event with thousands attending throughout the day. The day included children's activities and the outdoor screening of two classic Australian films, Babe and Paper Planes.</p> <p>Council partnered with ACCA to hold the China Fun Carnival in March to celebrate the Lunar New Year. The event attracted thousands of locals and visitors from outside the region.</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 which detail proposed beautification and upgrades. The master plan drawings are completed. However, the drawings may be amended and revised should further requirements present. These include, Burwood CBD, Strathfield CBD, The Strand Croydon, Liverpool Rd shopping strip, Georges River Road shopping Strip. In particular Council has commissioned a consultant Landscape Architect to undertake Burwood Road Main Street Refurbishment project. This will look a strategic landscape and beatification plans for Burwood Road in four distinctive precincts,; Burwood Road North, Burwood Park Precinct, Central Precinct, Southern Precinct.

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
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	<p>Council delivered its second Art Prize exhibition on Friday 21 June 2019, providing opportunities to support the development of local artists through recognition, reward and encouragement. The Art Prize showcased the artworks of local community members who live, work, study or have a demonstrated connection to the Burwood, Strathfield or Canada Bay Local Government Areas. This year, 62 artworks were received and exhibited.</p> <p>Artworks were judged by three industry professionals under the following categories: Artwork of the Year; New and Emerging Artist; and People's Choice. The creativity of local individuals greatly enhances our culture and encourages more people to take an active role in community life. This program creates a strong sense of civic pride and reflects the wealth of artistic talent in the local area.</p>

**If you have a comment or a question
about the Operational Plan 2019-2020
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Burwood Council
heritage ▪ progress ▪ pride