



**Burwood** Inc.1874

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

## ORDINARY MEETING

Notice is hereby given that a meeting of the Council of Burwood will be held in the Conference Room, Level 1, 2 Conder Street, Burwood on Tuesday 16 November 2021 at 6.00pm to consider the matters contained in the attached Agenda.

In the interest of public safety during the COVID-19 pandemic, the public gallery will be open but attendance will be strictly limited in accordance with Council's risk assessment. Anyone wishing to attend the meeting in person must be fully vaccinated, wear a mask and register their attendance in advance.

Please note that the number of people who may physically join the public gallery has had to be reduced from pre-COVID levels due to social distancing constraints under NSW Government Public Health Orders. Members of the public are encouraged to attend the meeting via teleconference link rather rely on being able to secure a physical place in the Conference Room.

Tommaso Briscese  
**GENERAL MANAGER**

### Our Mission

**Burwood Council will create a quality lifestyle for its citizens  
by promoting harmony and excellence in the delivery of its services**

# AGENDA

FOR AN ORDINARY MEETING OF BURWOOD COUNCIL  
TO BE HELD IN THE CONFERENCE ROOM, LEVEL 1, 2 CONDER STREET, BURWOOD ON TUESDAY 16  
NOVEMBER 2021 AT 6.00PM.

**1. I DECLARE THE MEETING OPEN AT [TIME AS SHOWN ON COMPUTER] (ANNOUNCED BY CHAIR)**

**2. ACKNOWLEDGEMENT OF COUNTRY (READ BY CHAIR AS FOLLOWS)**

*I would like to acknowledge the Wangal people of the Eora Nation who are the traditional custodians of this land. I would also like to pay respect to their elders, both past and present, and extend that respect to other First Nations People who may be present.*

**3. PRAYER (READ BY CHAIR)**

*Lord, we humbly beseech thee to vouchsafe thy blessing on this Council, direct and prosper its deliberations for the advancement of this area and the true welfare of its people. Amen.*

**4. RECORDING OF MEETING (ADVICE READ BY CHAIR AS FOLLOWS)**

*Please note that meetings of Council and Council Committees are audio recorded for the purpose of assisting with the preparation of meeting minutes and promoting public transparency. The recordings are subject to the provisions of the Government Information (Public Access) Act 2009 and are promptly made available for public review via the Council website.*

**5. APOLOGIES/LEAVES OF ABSENCE (CALLED FOR BY CHAIR)**

**6. DECLARATIONS OF INTERESTS BY COUNCILLORS (CALLED FOR BY CHAIR)**

**7. DECLARATION OF POLITICAL DONATIONS (ANNOUNCEMENT READ BY CHAIR AS FOLLOWS)**

*A person who makes a development application to Council (or any person with a financial interest in the application) must disclose any reportable political donation or gift made to any councillor or officer of Council. This statutory requirement for disclosure is highlighted on forms for submission of development applications to Council.*

*Council is also obliged by law to publish details of all reportable political donations or gifts on its website.*

*Any person present having business before Council today as an applicant (or other party with a financial interest in such application), and has not yet made an appropriate disclosure about a political donation, is now invited to approach the General Manager to make their statutory disclosure.*

**8. CONFIRMATION OF MINUTES (RECOMMENDATION ANNOUNCED AS FOLLOWS)**

*I move that the minutes of the Council Meeting held on 26 October 2021, copies of which were previously circulated to all councillors be hereby confirmed as a true and correct record of the proceedings of that meeting.*

**9. ANNOUNCEMENT OF PUBLIC FORUM – OPEN FORUM THENCE ADDRESSES BY THE PUBLIC ON ITEMS LISTED IN THE AGENDA  
(CHAIR TO ANNOUNCE THE FOLLOWING THEN CALL FOR SPEAKERS AS PER REGISTRATION DETAILS PROVIDED WHERE APPLICABLE)**

*Participation by speakers is subject to them confirming they have read and accepted the guidelines about addressing the Council meeting. They also acknowledge that the meeting is being recorded and this forms part of records which are retained by Council and made publicly accessible. Speakers must refrain from providing personal information unless it is central to the subject being discussed, particularly where the personal information relates to anyone not present at the meeting. Council accepts no responsibility for any defamatory comments made.*

**OPTIONAL STATEMENT WHERE WRITTEN SUBMISSIONS HAVE BEEN LODGED**

*Written submissions have been submitted for this meeting and copies circulated directly to all councillors. The following submissions are acknowledged [details of the submissions as appropriate] and will be referenced in the minutes of the meeting.*

**10. OPEN FORUM**

**(CHAIR INVITES SPEAKERS TO BE HEARD AS PER REGISTRATION DETAILS)**

**11. ADDRESSES BY THE PUBLIC ON AGENDA ITEMS**

**(CHAIR INVITES SPEAKERS TO BE HEARD AS PER REGISTRATION DETAILS)**

**12. AGENDA ITEMS AS LISTED IN THE BUSINESS PAPER**

**(CHAIR MOVES THROUGH ITEMS OF BUSINESS AS PER CODE OF MEETING PRACTICE)**

**13.1 DECLARE THE MEETING CLOSED AT [TIME AS SHOWN ON COMPUTER]  
(ANNOUNCED BY CHAIR)**

**OPEN FORUM COMMENCES**

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## MAYORAL MINUTE

### (ITEM MM27/21) END OF TERM ACKNOWLEDGEMENTS FROM MAYOR CR JOHN FAKER

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File No: 21/51690

MAYORAL MINUTE BY CR JOHN FAKER (MAYOR)

#### **Summary**

As this is the last meeting of the Council term, it is important to reflect on the last four years and the incredible journey we have been on.

From the failed mergers to a global pandemic, with a year added to the term, and then the elections postponed, we have certainly experienced a mix of feelings and it will probably take a while to fully understand the unprecedented events we have been through.

But while our state, country and the world were going through challenging times, our Council continued to connect with our communities and deliver large, transformational projects and innovative support services.

The work done via the BurwoodCares program, which is still ongoing, has been of tremendous value for our residents, particularly the most vulnerable. Our agility, and our ability to work with partners at all levels has been recognised as best practice, and it's something we should be very proud of.

The refurbishment and expansion of the Library and new Community Hub and the relocation of the Council Building has created a seamless service point and exciting spaces for the community to explore. So too, the Enfield Aquatic Centre upgrades brought improved facilities and the ability to broaden programs.

We have invested in liveability, increasing the green canopy and addressing the urban heat map, rolling out an ambitious program of park upgrades, more outdoor exercise equipment, town centre and village beautification works, and a focus on public and community art through murals, street banners, the establishment of the Burwood Art Prize.

We created new community space where they didn't exist, such as Unity Place, which turned an unused lane into an amazing spot that will become a community's favourite once fully activated.

We have also fostered our working relationships with State and Federal Government, and we have been successful in obtaining large grants that enabled us to fast-track much needed projects, such as the new multipurpose courts at Grant Park.

And these are just but a few of our achievements.

But nothing, of course, can happen without great teamwork, both at political and at operational level.

I want to formally thank all councillors who have been part of a historic term, dealing with situations that most definitely were not expected and that hopefully will not have to be experienced again.

One of the great assets of Burwood Council is our ability to work collaboratively with no unnecessary political biases or personal attacks. Yes, we have different views on things at times, but ultimately I know we all work with the benefit of our community in mind.

It is always hard to predict the results of a Local Government election, but we already know that some of our good friends and colleagues will not be contesting this round.

And so for those who are re-contesting, I would like to thank Cr Heather Crichton and Cr George Mannah for their work and support, I wish you all the best and hope to be back on Council with you next year.

And for those who are not contesting, I would like to thank Councillor Ernest Chan for his dedication and for the work he has done particularly with our Multicultural Advisory Committee and with our community groups both as Councillors and as Deputy Mayor.

Thanks to Cr Raj Dixit for the lively exchanges over the last four years. While we might see things in different ways we all know Raj has a deep respect for public service and for the importance of representing communities.

And thanks to Cr Joseph Del Duca for his support despite a busy few years at professional and personal level while he was growing his beautiful family.

And lastly, a big thank you to Cr Lesley Furneaux-Cook who has announced her retirement from local government.

Lesley has been a pillar of this Council for 17 years, bringing passion and energy to the role, always promoting community engagement and good governance.

Lesley and I started on Council at the same time, and we have been through some interesting and challenging times together. Not always in agreement, but always respectful of each other's views.

Lesley has grown over the years into a senior representative of local overnmgent, and is well respected across a vast number of groups and agencies, proudly flying the Burwood flag.

It will be sad not having Lesley on Council next term, but I know she will continue to be active in our community and in her professional endeavors, as well as being a wonderful mother and grandmother.

I would also like to thank the staff for their efforts over the last four years, but particularly in the last two. During the COVID pandemic it was clear that our Council was providing essential services to our communities, and I commend our teams' ability to continue work on the ground as well as turning hundreds of programs to online delivery.

Special thanks to the General Manager and the Executive Team: it has been a pleasure working with you and together setting an ambitious agenda for our Council and our area. I look forward to a continued partnership into the future.

And finally, I want to acknowledge and recognize our community.

Our residents, businesses, churches, charities and community groups are engaging with us like never before. We have proud, smart individuals in Burwood who have a historical connection with our area, or that have chosen Burwood as the place where they want to grow a family, study, or start a business.

They have shown tremendous resilience and innovative spirit in the face of adversity.

We do what we do because of them, with them and for them.

In conclusion, I'd like to wish everyone a Merry Christmas, and I look forward to an exciting 2022.

**Operational Plan Objective**

2.5 Leaders in the local government sector

**I therefore move that:**

Council note and accept the Mayor's end of term acknowledgements.

**Attachments**

There are no attachments for this report.

**NOTICE OF MOTION****(ITEM NM6/21) VOTE OF THANKS FROM COUNCILLOR FURNEAUX-COOK**

File No: 21/51218

**Summary**

As this is my last Burwood Council meeting after 17 years and 4 terms as a Burwood Councillor, I would like to take this opportunity to offer this vote of thanks.

Like many people, COVID has given me time to reassess my priorities so I have decided to step away from elected life and “pivot” to a new adventure. I do feel lucky as a politician to call time on my own terms as that often isn’t the case in our line of business.

For those of you who don’t know, I was actually a very reluctant first time Councillor. Being part of residents’ group who advocated on their behalf with varying degrees of success, we eventually decided that the best way to be heard was to have a seat at the table. Similar to many small parties like Independent Community Voice (then Burwood Community Voice), it’s the slowest to stand back who get the tap on the shoulder. That was the case for me and my colleague Teresa West.

Back in the year of the Sydney Olympics and the start of the new millennium, I could never have imagined that I would be part of local government for such a long time, not just as Councillor but as Deputy Mayor, Mayor and in the wider local government sphere as a Director and Commissioner. That’s the magic of local government — it throws up many surprises.

Over nearly two decades of extraordinary events, Burwood Council has weathered the storm including; 9/11, the GFC, climate change, 7 Prime Ministers, 8 NSW Premiers and of course a 1 in a 100-year pandemic. I have seen 5 General Managers, an ICAC investigation, 2 failed attempts of amalgamation, the demise of our local press, continued rate capping and cost shifting, loss of most of our planning decision powers, 2 LEPs and another on the way. I have also witnessed the much awaited birth of Wangal Park, a new Library and Community Hub and not just one but two new pools at Enfield Aquatic Centre as well as many other positives. Our administration has had a few location changes too. I rather think it is fitting that I take my leave in this iconic heritage building that is the civic centre of Burwood and the place of my very first Council meeting.

Being a Councillor is not for the fainthearted. Yet it is an incredibly rewarding “job”. I don’t know of another that has so many components. The responsibility to help shape a community and to be that conjugate between residents and council is unique. I’m sure you all feel that same sense of duty as I have done.

Prior to being on Burwood Council, I read about the walkouts, biffing, verbal abuse, AVOs, large amounts of alcohol and even a political assassination.

Well, that has not been my experience.

I have known 14 different Councillors over my time in office and by and large worked well with all. I have come to respect them, despite our political differences. I hope that feeling was reciprocated. My fellow Councillors from the class of 2017 are particularly fine examples of respectful debate. You give truth to the adage that leaders can disagree while not being disagreeable! It certainly makes for a better collaborative working environment.

However, there has been one constant. One individual has travelled with me over those 4 terms and that is Cr John Faker. John and I began together as first termers and we have both grown a few grey hairs since then. More than once we have been at opposite ends of a debate but I can honestly say that we worked well together and I particularly appreciated his personal support during the life-changing events that I have experienced over the years. He is passionate about Burwood, an involved Mayor and I think he knows probably nearly everyone in the LGA. I don’t consider this a divorce but as a fond farewell. I will miss our banter across the table.

It has been a pleasure to work with all of you. For those who are re-contesting, such good luck.

I wish to thank our wonderful Burwood community. You have been involved, wonderfully noisy when needed, supportive, personable and understanding when that magic wand doesn't work. Those who supported me at the ballot box over 4 terms and likewise to those didn't, I hope I have served you well.

I cannot miss the chance to recognise my own little community — my children. They are a pretty resilient bunch and I am extremely proud of them. They have grown up with a parent in the political sphere, which, believe me, is not always easy; through the heartbreak of losing their dad 10 years ago; as well being part of my support team during my treatment. They have not just helped handing out at the polling stations but also, more importantly, given me the emotional encouragement and support that is vital for anyone undertaking political office.

Finally, I would like to thank Burwood staff.

Councillors often come to you with complaints when things are not working. These are always accepted and acted on with no push back or ill grace. Please know that Councillors are keenly aware that those complaints are not representative of the commitment and hard work of Burwood Council staff.

So much happens behind the scenes that residents and even Councillors do not see. Councils represent a microcosm of a society with staff as its beating heart. They ensure our physical health through their care of our precious parks and gardens, keeping our roads safe, keeping us well through a myriad of amenities and even saving us from drowning. They care for our social wellbeing by offering fantastic community programs, supporting our local businesses, creating an inclusive culture, providing rich learning spaces and connecting the disconnected. They help plan for our built environment so that our chosen homes are fit for purpose now and into the future and, of course, make certain developers stick to the rules (had to put that in). They create trust through good governance, transparency and accountability and through strong financial stewardship we are able to deliver on our promises made to the community. All this is done with unflinching politeness to our residents and visitors.

I'm always astounded as to why people would want to become a council General Manager. I think it's probably one of the toughest and riskiest occupation in local government. I have worked with Tommaso Briscese since 2008 and know that he was instrumental in rebuilding Council after the 2010 ICAC findings, where some staff were actually ashamed to wear their uniforms in public, to a proud workplace culture. He brings intelligence, a strong work ethic, clear vision, passion and keen insights to the top job. Burwood is in capable hands.

The GM has brought together a wonderful team of Directors: Brooke, Dylan, Fab, George and Patricia. What bright sparks! They and their staff demonstrate that local government can be the career of choice for those with exciting ideas and level heads. I would also like to call out our long term staff that have been with Burwood Council over my tenure. They all bring such a depth of corporate experience and profound knowledge of the community. Loyalty to an organisation is a rare commodity today and should always be valued.

Lastly to the executive support for Councillors over the years — Kayla, Vera, Melissa and Nahil. Wrangling 7 Councillors many who are working other jobs and juggling family commitments is no easy feat. They have all done a magnificent job.

To all Burwood Council staff, I deeply appreciate your hard work and dedication to the organisation and offer you my thanks.

I know there are challenges ahead. Many are the same as when I first started. I'm not going to use this Motion to reiterate them because you know what they are as I have banged on about them for 17 years!

For what it's worth I will leave some departing advice for the incoming term of Council.

Local Government is often symbolised by the 3 Rs. Roads, Rates and Rubbish.

Here is my take. Respect, Recognise and Represent

1. Respect each other's opinion (it doesn't mean you agree!)

2. Recognise the hard work of staff — they don't get many plaudits from us
3. Represent the needs and aspirations of our community. You are their voice.

With both appreciation and sadness, in equal measure, I ask my fellow Councillors to support this Motion.

### **Operational Plan Objective**

2.5 Leaders in the local government sector

#### **Councillor Lesley Furneaux-Cook to move that:**

Council note the reflections of Councillor Furneaux-Cook on her 17 years of service on Burwood Council, and accept her vote of thanks to fellow councillors, Council staff and the community of Burwood.

### **Attachments**

There are no attachments for this report.

## NOTICE OF MOTION

### (ITEM NM7/21) BREAST CANCER SCREENING SERVICES

File No: 21/51212

#### **Summary**

Breast cancer is the most common cancer amongst Australian women. Despite the proven effectiveness of early intervention, breast screening participation presents a challenge in culturally and linguistically diverse (CALD) communities.

BreastScreen NSW is a State Government-funded service that provides a free mammogram every two years for women aged between 50 and 74 years old, with about 380,000 women across NSW using its services each year. Operated by the Cancer Institute NSW, BreastScreen services are delivered by Local Health Districts.

Women of Burwood local government area have access to a BreastScreen NSW facility at Croydon Health Centre, 24 Liverpool Road Croydon, a 10-minute walk from Croydon Station. A mobile BreastScreen clinic last visited Strathfield shopping centre (cnr Parnell Street) in 2020. Covid-19 restrictions interrupted the service with the van closing after just one week of an intended four-week stay.

Research studies show that there are significant cultural barriers towards screening attendance in CALD communities such as Burwood. Impediments include maintaining modesty, language, religious beliefs ie God's will, low health literacy, no apparent symptoms, and a preference for natural therapies. A recent initiative targeted directly to the Italian community was 10,000 Italian Roses, a joint project of Co.As.It., NSW Multicultural Health, and BreastScreen NSW. This project encouraged and supported older Italian women, who have extremely low screening levels, towards screening.

Adding to these inherent challenges, BreastScreen NSW temporarily suspended and then shut down local screening services to avoid risks of COVID-19 exposure and to free up trained health practitioners to respond to the pandemic.

I hold concerns that many women of Burwood may now be behind in their breast screening, and others may not be aware of the availability and importance of having a regular mammogram through our local BreastScreen NSW facility at Croydon.

#### **Operational Plan Objective**

- 1.1 High quality facilities, services, and initiatives to meet the diverse needs of the community
- 1.2 A well-informed, supported and engaged community.
- 2.2 Strong partnerships to benefit the community
- 3.3 Public health and welfare

#### **Councillor Heather Crichton to move:**

1. That the Mayor writes to Dr Teresa Anderson, Chief Executive Officer, Sydney Local Health District calling for:
  - a. an urgent and full return of services to the BreastScreen NSW facility at Croydon Health Centre, 24 Liverpool Road, Croydon.
  - b. the return of the mobile BreastScreen NSW clinic to our local government area, with a request for an extended stay.

2. That this correspondence be copied to the Federal Member for Reid and the State Member for Strathfield.
3. That Council partners with BreastScreen NSW:
  - a. to ensure information about breast screening and the availability of local screening services is readily accessible to all women in our culturally and linguistically diverse community, and
  - b. that information be available in a range of community languages and be added to our BurwoodCares program.
4. That Council's communications support the promotion of local BreastScreen NSW facilities and services in Burwood.

**Council officer's comments**

Council has made contact with the BreastScreen NSW facility at Croydon Health Centre, 24 Liverpool Road, Croydon who have confirmed that breast screen services resumed from Monday 1 November 2021. The facility is open Monday to Friday from 8.45am to 4.10pm and bookings for a free breast screen can be made by calling 13 20 50 or online booking via the [BreastScreen NSW website](#).

Council has also made contact with the Regional Manager of BreastScreen NSW to lodge a request for an extended stay of the mobile clinic within the Burwood Local Government Area. Council is awaiting further confirmation in relation to this request and will work with BreastScreen NSW to determine suitable locations based on data and advice.

BreastScreen NSW has confirmed that there are multiple resources in a range of community languages which can be downloaded from their website and disseminated online and/or in hard copy. Council's Communications Team will utilise these resources and work with BreastScreen NSW to support the promotion of breast screening services and facilities available to all women in the Burwood Local Government Area, including information in community languages.

**Attachments**

There are no attachments for this report.

**(ITEM 52/21) END OF TERM REPORT 2017-2021**

File No: 21/31944

REPORT BY GENERAL MANAGER

**Summary**

The outgoing Council is required under Section 428(2) of the *Local Government Act 1993* to report on Council's progress in implementing the Community Strategic Plan during the 2017-2021 term.

The report outlines how the Council is progressing towards achieving the strategic directions, objectives and strategies of the Burwood2030 Community Strategic Plan through the objectives identified in the four-year Delivery Program 2018-2022 which covers the term of office of the current Council.

**Operational Plan Objective**

2.1.3. Ensure transparency and accountability in decision-making

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

2.1.3.2 – Ensure that all public information is accessible and made available in a timely manner

**Background**

This End of Term report has been prepared under section 428 of the Local Government Act 1993. Under the Integrated Planning and Reporting (IP&R) legislation Council is required to present and End of Term Report at the final Council meeting prior to the local government elections on 4 December 2021. It covers an additional year as the Council term was extended due to the September 2020 Council elections being postponed by the NSW Government by one year to address the risks posed by the COVID-19 pandemic.

The End of Term report outlines progress of the Burwood2030 Community Strategic Plan and the achievement of its goals over the past four years. It provides a summary of the current Council's contributions to the community's vision outlined in the Community Strategic Plan. It is structured around the five themes which have guided the Delivery Program and subsequent annual Operational Plans over the past four years:

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

**Summary of Achievements**

While the details of the specific actions and targets is included in Council's Half Yearly Reports the purpose of the End of Term Report is to highlight the achievements of the current Council in relation to the Delivery Program Strategies and Objectives.

**Consultation**

In compliance with the Local Government Regulation 2021 in force during the regulated period before the scheduled Local Government elections on 4 December 2021, the End of Term Report is presented to Council and published on Council's website only as part of the business papers relating to this meeting.

The End of Term Report will not be publicised or circulated in other sections of Council's website nor via established media channels until after the December 2021 elections.

### **Planning or Policy Implications**

Section 428(2) of the *Local Government Act 1993* requires the outgoing Council to report on Council's progress in implementing the Community Strategic Plan during its term through the Delivery Program 2017-2022. The End of Term Report is to be presented at the final meeting of an outgoing council (IP&R Guidelines, Essential Element 1.10).

### **Financial Implications**

No Financial implications.

### **Conclusion**

The End of Term Report 2017-2021 provides a summary of achievements of the current Council in accordance with objectives outlined in the Delivery Program 2018-2022. It also demonstrates how Council is progressing towards achieving the strategic directions, objectives and strategies of the Burwood2030 Community Strategic Plan

### ***Recommendation(s)***

That Council endorse the End of Term Report 2017-2021

### **Attachments**

1 Burwood Council End of Term Report 2017-2021



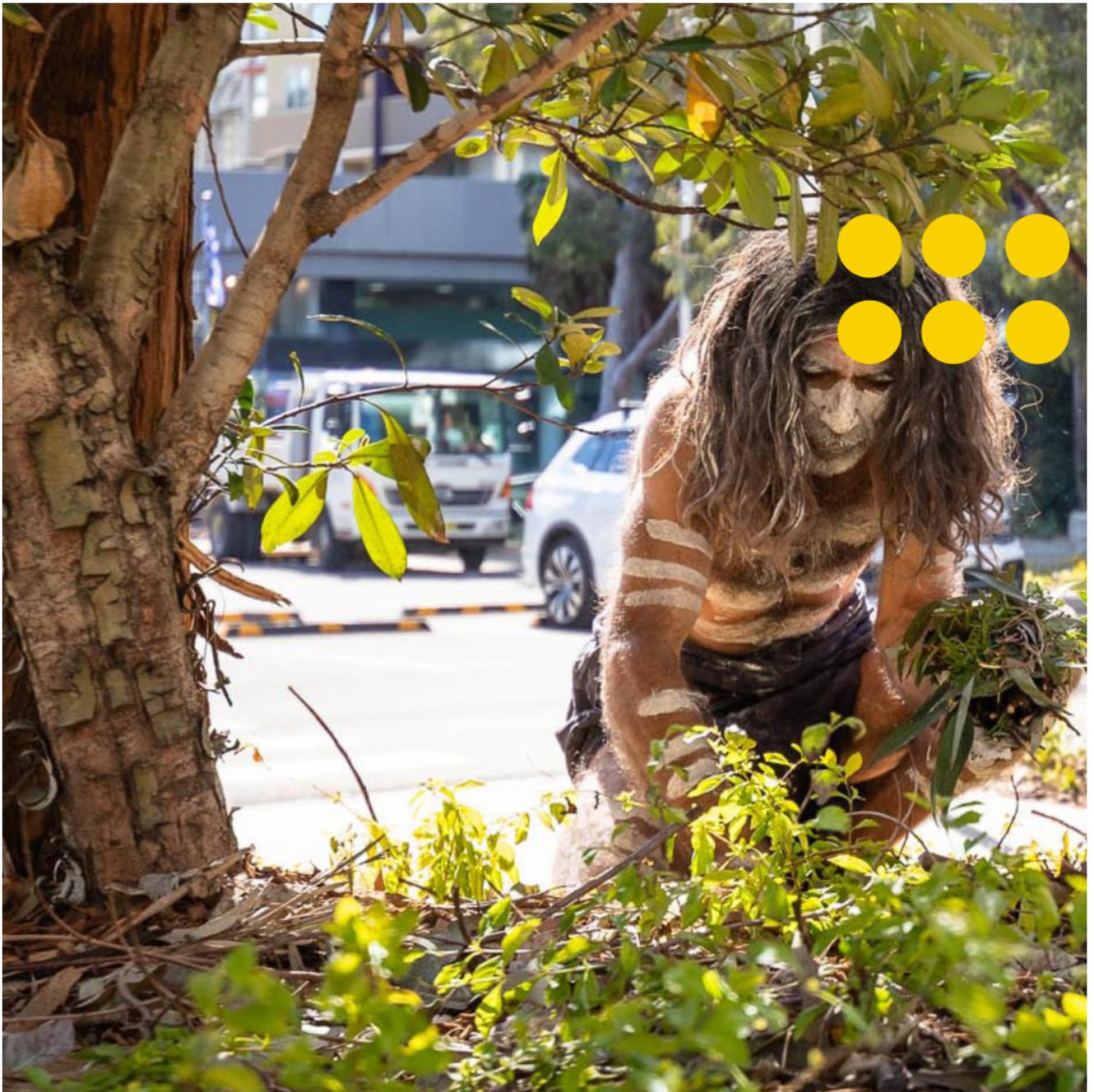
Burwood Council

# End of Term Report 2017-2021



**Burwood**  
Inc.1874

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

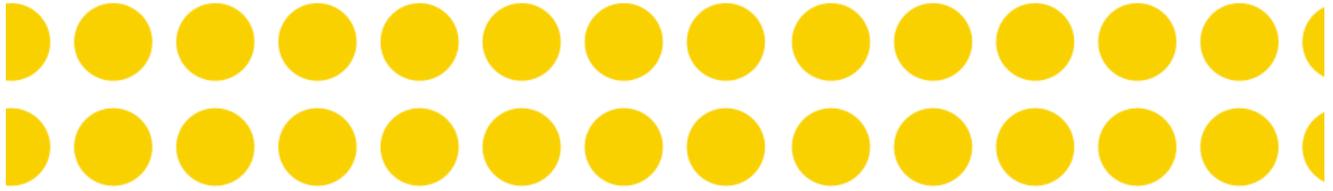


## Acknowledgment of Country

Burwood Council acknowledges the Wangal Clan of the Eora Nation, the traditional custodians of the lands in which the Burwood Local Government Area is located.

We pay our respects to their elders past, present and emerging. We acknowledge and respect their cultural heritage, beliefs and ongoing relationship with the land.





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# Our Councillors

## The current Council was elected in September 2017.

The Councillors have been elected to represent the local community and deliver its long term vision for Burwood. Due to the COVID-19 pandemic the Council term was extended another year to 2021. During their term of office, Council is responsible to ensuring that the Four Year Delivery Program and Annual Operational Plans uphold and work to deliver the community's vision:

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

### In conversation with the Councillors

The end of term report marks the conclusion of the Councillors term of office. They shared their collective highlights during their time and propose the challenges for the future of Burwood.

Large, transformational, community projects were something they were proud of, including the refurbishment and expansion of the Library and new Community Hub and the relocation of the Council Building. This brought together a seamless service and exciting spaces for the community to explore. So too, the Enfield Aquatic Centre upgrades brought improved facilities and the ability to broaden programs.

It was also exciting to them that more transformational projects could be realised through the funding strategy that saw Voluntary Planning Agreements (VPA) committed to long term community infrastructure such as the proposed Urban Park and Cultural Centre.

Successful grant applications enabled fast tracking of projects and contributed to an ambitious capital works program realised. It ensured a solid working relationship and enhanced reputation with the State and Federal Governments that Burwood can deliver.

Investing in liveability has been key to gains made in increasing the green canopy and addressing the urban heat map. Park upgrades, more outdoor exercise

equipment, town centre and village beautification works, and a focus on public and community art and social comment through murals, street banners, the establishment of the Burwood Art Prize and the anti-racism statement all contributed.

With limited green space, creating urban spaces that the community could enjoy and utilise was a priority. A great example was Unity Place - the transformation of a little used back lane. Most rewarding was the community involvement in naming the lane.

The operations of the Council was seen as a strength with the staffing restructure bringing renewed energy and vitality and a sharper focus on governance and oversight via the Internal Ombudsman role was welcomed.

The new Council Offices provided a positive, collaborative work environment that will assist Council in attracting and retaining staff and become an 'employer of choice'.

The Councillors also shared their thoughts on what lies ahead. Burwood is clearly on a trend of population growth. This will bring competing pressures on space, amenities, waste and transport. Providing a liveable environment for residents and the business community in the context of increasing density will be a challenge.

There are also great opportunities. Partnerships around the new Metro could ensure new developments along Parramatta Road are planned in harmony and bring benefits to the Burwood businesses and community. Locking in planning frameworks that require good quality build and excellent innovative design will enhance the urban landscape. Increasing employment through commercial space provision and encouraging the night time economy and diverse retail experience will build Burwood's reputation as a visitor destination.

Overall, they believe that Council is heading in the right direction, but will need to continue the work started in this term so that long term outcomes for the community can be achieved.



**Cr John Faker**  
Mayor of Burwood



**Cr Heather Crichton**  
Deputy Mayor



**Cr Ernest Chan**  
Councillor



**Cr Joseph Del Duca**  
Councillor



**Cr Raj Dixit**  
Councillor



**Cr Lesley Furneaux-Cook**  
Councillor



**Cr George Mannah**  
Councillor





# Introduction

This End of Term report has been prepared under section 428 of the Local Government Act 1993. It will be presented at the final Council meeting prior to the local government elections on 4 September 2021. It covers an additional year as the Council term was extended as the September 2020 Council elections were postponed by the NSW Government by one year to address the risks posed by the COVID-19 virus.

The End of Term report outlines progress of the Burwood2030 Community Strategic Plan and the achievement of its goals over the past four years. It provides details of Council’s contributions to the community’s vision since the adoption of the Community Strategic Plan. It is structured around the five themes which have guided the community over the past four years:

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

This report spans the term of office and is a summary of the achievements and challenges Council has experienced in the delivery of the strategic objectives agreed with the community in response Burwood 2030. This is articulated in Council’s four year Delivery Program with the actions and funding for these objectives identified in the annual Operational Plans and Budgets.

## About Burwood

Burwood is a vibrant community with a diverse range of cultural backgrounds which sits between Sydney’s two major economic heartlands of the City of Sydney and the City of Parramatta. This has placed Burwood Council in a strong strategic and financial position to build on the NSW Government’s vision for growing Sydney and taking advantage of its role as the strategic hub for central Sydney.

There are a number of villages surrounding Burwood town centre that make up the Local Government Area including Burwood Heights, Croydon, Croydon Park, Enfield and Strathfield. Each of these has its own distinct character and charm.

Enhancing business precincts and job growth, managing quality higher density housing to accommodate a growing population whilst maintaining high level services and neighbourhoods for residents and businesses are the cornerstone of Council’s endeavours.





# 1. Community & lifestyle

## Community strategic plan goals

- 1.1 High quality facilities, services and initiatives to meet the diverse needs of the community
- 1.2 A well informed, supported and engaged community
- 1.3 A safe community for residents, workers and visitors
- 1.4 A proud and inclusive community that celebrates diversity

Burwood residents rate their overall quality of life as high, with 92% of residents rating their quality of life as good to excellent and for younger residents (18-34) it is even higher.

Council is committed to supporting our culturally diverse local community and helping to create a safe vibrant place that residents are proud to call home.

We continue to provide services and initiatives that help our community stay fit and healthy and to thrive. This includes building on our range of community events and programs to engender lifelong learning through our much-loved library programs and resources, social networking and sport and recreation opportunities.

We embraced the challenge of finding new ways to connect with our community as a result of the COVID-19 pandemic via remote and online access which has opened the door to make it easier for more people to engage with Council.

It is Council's aim to make Burwood an inclusive and accessible region for everyone. We are committed to providing opportunities to enable people with a disability or impairment to participate in community life and to raise awareness of disability in the wider community as part of Council's Disability Inclusion Action Plan.



↳ Contents

1. Community & lifestyle

# Highlights



## Completion of the Burwood Council, Library and Community Hub

This once in a generation \$15 million project brought together a new customer service centre and home for Council as well as an upgraded and expanded library and a community hub with spaces for children and youth, music and art. With improved technology and communal space, this provides a focus for Council and community making it easier to visit, book and use meeting rooms and to meet informally in the community lounges and indoor gardens.



## New website launched

The website provides a better user experience with enhanced digital capabilities and information search, online forms and payments, more accessible language translations and feedback mechanisms. With more than 50% of the community accessing the site through hand-held devices, the new design is well suited to mobile use. This has made it easier to find forms, pay bills and download documents in more community languages. The website utilises Google Translate to provide enhanced translation of content making it more accessible for our multicultural community.

## New brand and visual identity launch

After extensive consultation Burwood Council's brand better reflects the vibrant, diverse and dynamic place, rich in heritage that is Burwood. This has been well received by the community and embraced by staff who are proud to wear the logo. A sustainable roll-out strategy means that newly branded items are appearing as items are replaced.

## Provide information to our diverse community

Identifying the growing Korean community and the emerging Nepali community, Council has been placing monthly Council Columns in the Korean and Nepali press as well as the local Chinese paper to keep them updated on what's happening in the local area.

Burwood was the first Council in NSW to launch a WeChat account with followers growing at 5% every six months.

The library increased their community languages inventory with 1,167 new items in four community languages added to the collection. Launched a phone-in technical help service in Mandarin to learn how to access the library's e-resources and ran Chinese education and health workshops.

## Supporting our creative community

The inaugural Burwood Art Prize in 2017 was initially a bi-annual event but due to its continued growth in popularity has been held annually since 2019. Along with the Art Prize, categories include New and Emerging Artist and People's Choice and the total prize pool increased to \$11,500 in 2021. The 2020 Burwood Art Prize attracted 110 submissions from artists who live, work, or study in the local area. Given the economic impact the pandemic had on the arts community, the Art Prize is particularly significant in the local area to showcase local talent.

## Promoting an active and healthy lifestyle

New outdoor fitness stations, ping pong tables and the innovative Challenger Obstacle Course provided more recreational options across the local government area for people of all ages.

Seniors were well catered for with community programs such as 'Stay Standing' and 'Stay Active' for fall prevention and DanceWise for all ages and abilities which continued online in response to COVID-19.



**Support for quality aged care**

Council supported Commonwealth Home Support Services providers and gave advice about reforms to 147 providers, delivering training sessions to ensure quality delivery of aged care services and information sessions in 8 languages. Programs also supported volunteers especially from Culturally Linguistically Diverse (CALD) backgrounds.

**Disability Action Plan**

Accessible and inclusive community facilities and spaces were delivered. Enfield Aquatic Centre incorporated a 'Pelican Pool Hoist' for wheelchair users and those who have other mobility issues as well as an accessible change room plan to comply with new provisions of the Building Code.

The Groovability Festival for the International Day of People with a Disability celebrated its 10th anniversary in 2019. The event provides opportunities for people with disability to influence decision making. Due to COVID-19 the Groovability Festival was moved online in 2020.

Council initiated partnership projects with disability groups such as Ability Links and Ethnic Community Services Cooperative to hold various information sessions for those families/persons who are yet to access services from the National Disability Insurance Scheme (NDIS).

All Council's parks, reserves and new playgrounds including at Woodstock Community Centre and Sanders Reserve are fully accessible to people of all ages living with a disability or impairment.



1. Community & lifestyle

**88%**

of residents agree that **Burwood is a good place to live**

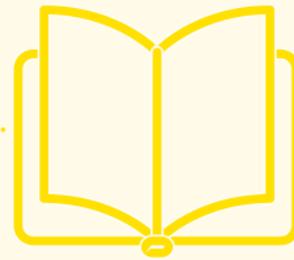
**67%**

of residents agree that **Burwood is a harmonious, respectful and inclusive community**



**54%**

of residents agree that **they feel part of their local community**



Over the past 4 years nearly **700,000 books and resources** were borrowed from our Library



almost **1.5 million visits** to the Burwood Library & Community Hub

**85,000+ logins to the internet service** at the library

**Internet public access speed more than doubled** in the Burwood Library and Community Hub

**1145 library community programs** held with 30,000+ participants

**4,500 items in community languages** were added to the library

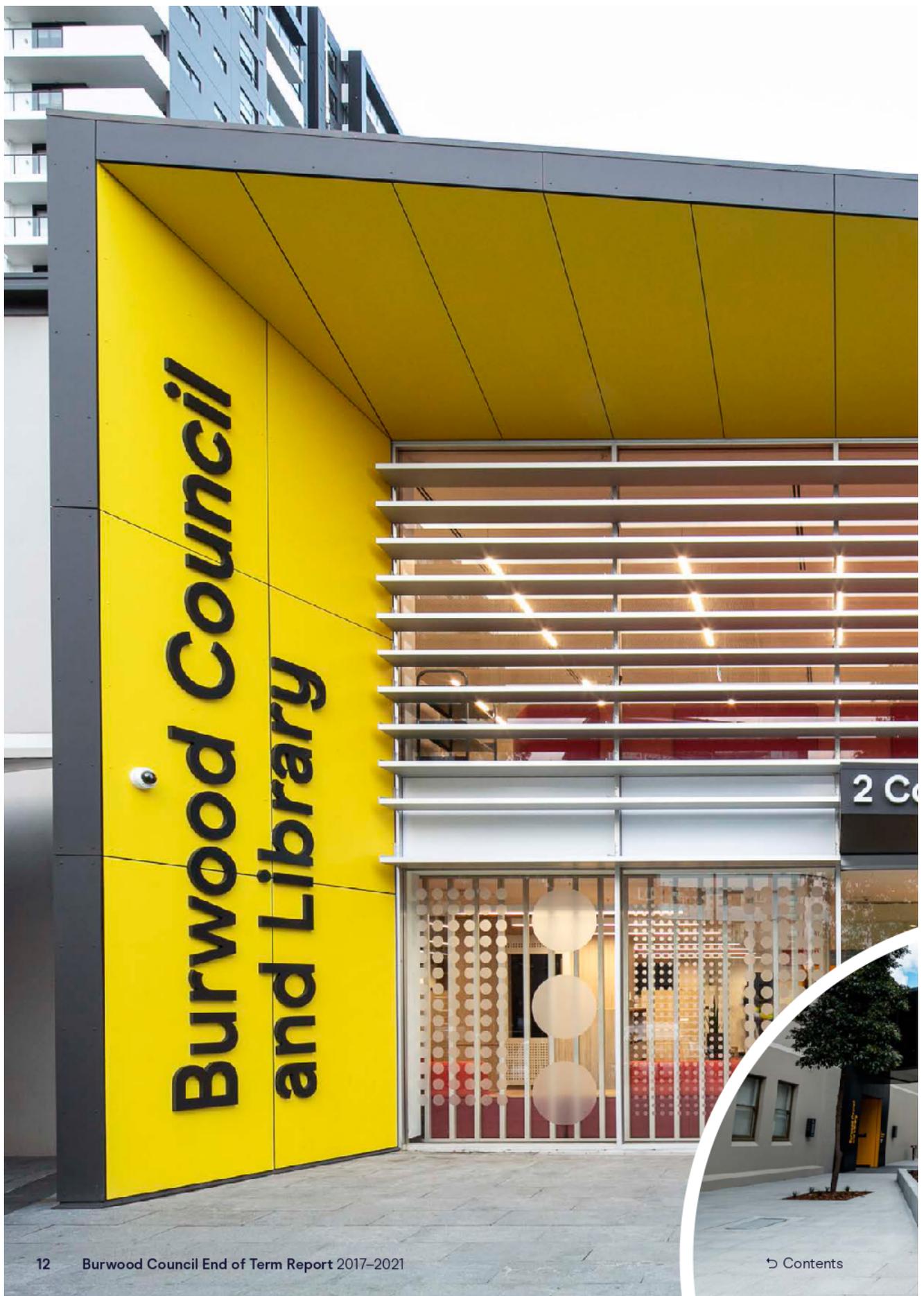
**Phone-in technical help service in Mandarin** to learn how to access the library's e-resources launched



**950 volunteers** recruited for the Burwood community

**1800+ volunteers** referred to not for profit organisations







# 2. Leadership & innovation

## Community strategic plan goals

- 2.1 Community confidence in Council's decision making
- 2.2 Strong partnerships to benefit the community
- 2.3 Financial sustainability and organisational effectiveness
- 2.4 Efficient and innovative customer focused services
- 2.5 Leaders in the Local Government sector

Never in our history was the need to provide strong leadership as crucial as it was when the community and Council were faced with the uncertainty presented by COVID-19.

Council rose to the challenge and demonstrated its agility by finding new ways of doing business in order to continue to support our community.

Utilising new technologies and digital service expansion have been at the forefront of our innovation. Because of the challenges this term posed, the community were encouraged to participate and provide input into key decisions. During this time Council were able to demonstrate it is a stable, responsible and transparent organisation.



2. Leadership & innovation

# Highlights



### New ways of working

A new cloud-based Information technology infrastructure was deployed allowing staff to work remotely and flexibly. This new system was critical to maintaining service levels during the COVID-19 lockdown.

### Supercharging online

Council recognised the need to expand the use of new technologies to improve service provision. The COVID-19 pandemic demonstrated the flexibility of online services and Council has built on its existing base to greatly expand its online options for residents to do business and engage with Council.

### Support for pensioners

Council implemented a pensioner rebate scheme. This contribution was started at \$50 and over three years increased to \$125. An additional one-off rebate of \$25 was introduced to help ease the cost of living exacerbated by issues around COVID-19.

### New technologies and streamlined services

A Customer Service Knowledge Base has been implemented to improve service capability and integrate library service delivery. Council has started to implement improvements to internal record keeping and information management systems that have resulted in streamlined business processes. Venues can now be booked and paid for online.

### Digital service expansion

More than 50 interactive online forms were published as part of the new Council website. The forms allow customers to fill, submit and, if necessary, pay online, substantially improving turnaround times and reducing the need to visit Council in person.

### Engaging the community

Community engagement is a key framework that Council operates within, ensuring the community is able to participate in decision-making that affects the quality of their environment and lifestyle. Council

employs the International Association for Public Participation (IAP2) methodology to ensure best practice approach to meaningful engagement.

During the term the community were engaged on key projects and services through a range of methods such as pop-up consultation stalls in locations across the LGA, at major festivals and other events, through online and phone surveys and in focus groups. Projects included the development of Burwood2030 Community Strategic Plan and the Local Strategic Planning Statement, the upgraded Library and new Community Hub, the proposed Urban Park and Cultural Centre and the renaming of Hornsey Lane.

After consulting widely on Funding Our Future, the community supported a Special Rate Variation (SRV) which was approved by the Independent Pricing and Regulatory Tribunal (IPART) for a SRV 2% above the rate peg over 4 years to further reduce the drainage Infrastructure backlog.

### Transparent procurement

A transparent process for purchasing and procurement was set in place through the development of a comprehensive Procurement Strategy which included a Tendering Manual and comprehensive Corporate Practice. In addition, Council used a number of prescribed agencies for contracts and supply agreements, namely Local Government Procurement (LGP), and Procurement Australia (PA) and as part of Southern Sydney Region of Councils (SSROC), Council utilised some of their contracts to enable transparency and accountability.



Increase in resident satisfaction with Council's performance with

**94%**

express satisfaction  
**(up from 85% in 2017)**

**64%**

satisfied or very satisfied

**92% of residents** rate the quality of life they have living in the Burwood Area **as good to excellent.**

**88%** of residents agree/strongly agree that the **Burwood area is a great place to live.**



**66% of residents** describe Council's current levels of **community engagement as good to excellent.**

Residents who speak a language other than English at home **rated it even higher.**

**85% of residents** express satisfaction with Council's **integrity and decision making.**

Younger residents and newcomers are more satisfied.



**87% of residents** express satisfaction with Council's current **level of communication** and **58% are satisfied or very satisfied**

**Investment Strategy developed** with invested funds receiving returns above the Reserve Bank of Australia official rate



Over the past four years **155,000+** calls were received at Council's Customer Centre

**91%** answered in **less than 40 seconds**

**440+ people engaged** in the development of the Local Strategic Planning Statement



**50+ forms** moved on-line

## Our Response to COVID-19



By far the most extraordinary challenge Council has had to face was the COVID-19 pandemic. This unprecedented situation saw Council step immediately into action in early 2020 prioritising the safety of the community and staff, maintaining essential services and developing support programs. Throughout the pandemic Council has responded with flexibility and agility, and including focussing efforts on reactivation, transformation and recovery.

### Burwood Cares

Council developed the Burwood Cares Program to provide support for local residents and businesses during the COVID-19. Key aims of the Program were to keep the community safe through ongoing service delivery; increased support for vulnerable residents or those in need; support for struggling local businesses and hard hit industries, such as the arts and entertainment sectors; and the provision of timely, accessible and targeted information to the local community throughout the pandemic.

### Community support during COVID-19

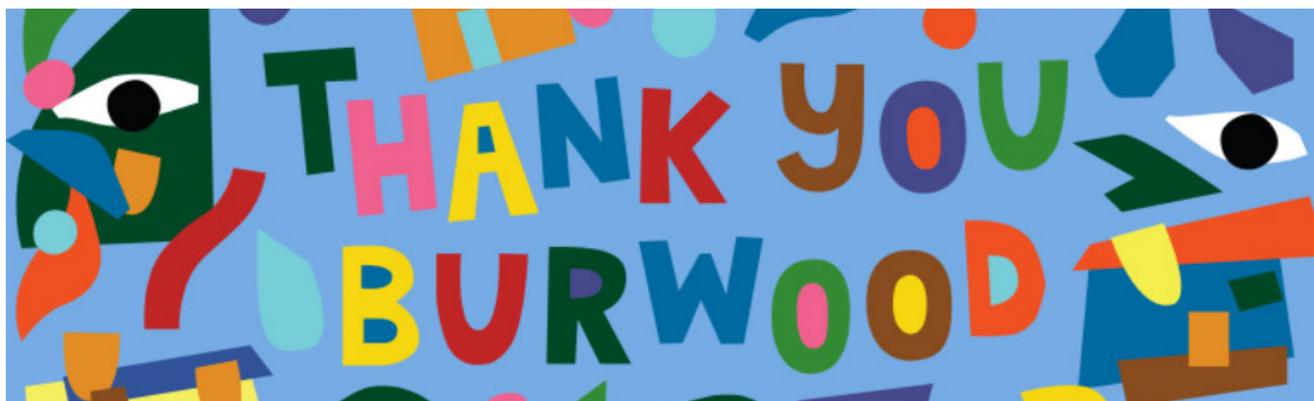
- Letters mailed to all residents and businesses with NSW Health advise on how to stay safe
- Multilingual COVID-19 safety signs throughout the community and in parks
- A dedicated website section for Burwood Cares was created as a hub for local information on COVID-19 and a noticeboard for businesses to promote their offerings
- 750 care, food, hygiene and craft packs distributed to residents in need
- Over 1,000 phone calls made to vulnerable residents
- Burwood Cares for Communities e-newsletter sent to over 14,000 people weekly
- COVID-19 impact assessments conducted with over 20 local community services.
- Neighbour Cards in English and Chinese distributed to encourage people to support one another

- Council negotiated a Pop-Up COVID testing clinic from 2 to 5 September 2020 in Burwood Park and then again in July 2021 at the Meryla Street Car Park for two weeks

### Business support during COVID-19

- Burwood Cares for Businesses e-newsletter sent to over 2,000 businesses fortnightly
- Burwood Eats digital campaign to bring people back to cafes and restaurants
- Digital business billboards were activated on the website to promote menus and to show how businesses had adapted to continue services on-line
- Burwood Comes Alive program livestreamed music fortnightly featuring and financially supporting local musicians
- Hornsey Lane mural project supported five artists to paint three new murals in Burwood
- Information packs, including 500 social distancing packs, distributed to businesses and 135 'offer of support' phone calls
- Relief measures for small businesses where Council is the landlord
- Burwood Cares business survey in May 2020 to gain insight in to the needs of businesses
- Launch of the Inaugural Mayor's Business Commendation Awards Program to recognise and reward long-standing small businesses
- Launch of the Revised Shopfront Improvement Program providing over \$20,000 funding to local business
- Delivery of a Futureproof your Business Forum supporting businesses impacted by the pandemic through financial and digital skill-building.





### Agile service delivery and increased community engagement

- Transformation of customer-facing services including integration of customer service centre and library, relocation of council administration building and implementation of a roving customer service model to allow for better community access
- Development of Library stay at home resources, online programs and library e-newsletter
- Implementation of a click and collect library service
- Transitioning activities online, including exercise programs provided through a partnership with SHARE, Falls Prevention programs for seniors and a Youth Trivia Night
- Council's new cloud-based Information technology infrastructure which was critical in supporting staff to work remotely and seamlessly through the COVID-19 lockdown
- Safe and Clean program was increased with extra sanitising of playgrounds and exercise equipment and street cleaning
- 670 additional welfare checks
- 120% increase in home library members
- Over 1,100 direct phone calls to vulnerable residents
- Creation of a community noticeboard featuring over 90 local and regional community support services
- Burwood Comes Alive with Music program: supported over 20 local musicians
- 30% increase in funding for local services through Council's Community Grants Program
- Over 30% increase in activity across social media
- Review of council's financial assistance program to ensure it meets the changing needs of our community
- Increased council presence on main streets flagging rough sleepers to appropriate social support services and reporting public gatherings that are not in accordance with NSW Health Orders to Police.

### Strengthened partnerships

- \$4,500 sponsorship from local businesses for new local voucher program supporting at-risk community members, which generated increased local spending and economic activity
- Delivery of interagencies attended by services across region
- Coordinate approach to business support between Council, local Chambers of Commerce and Service NSW Business Concierge.

### Financial relief

Council provided over \$1.2M in financial relief:

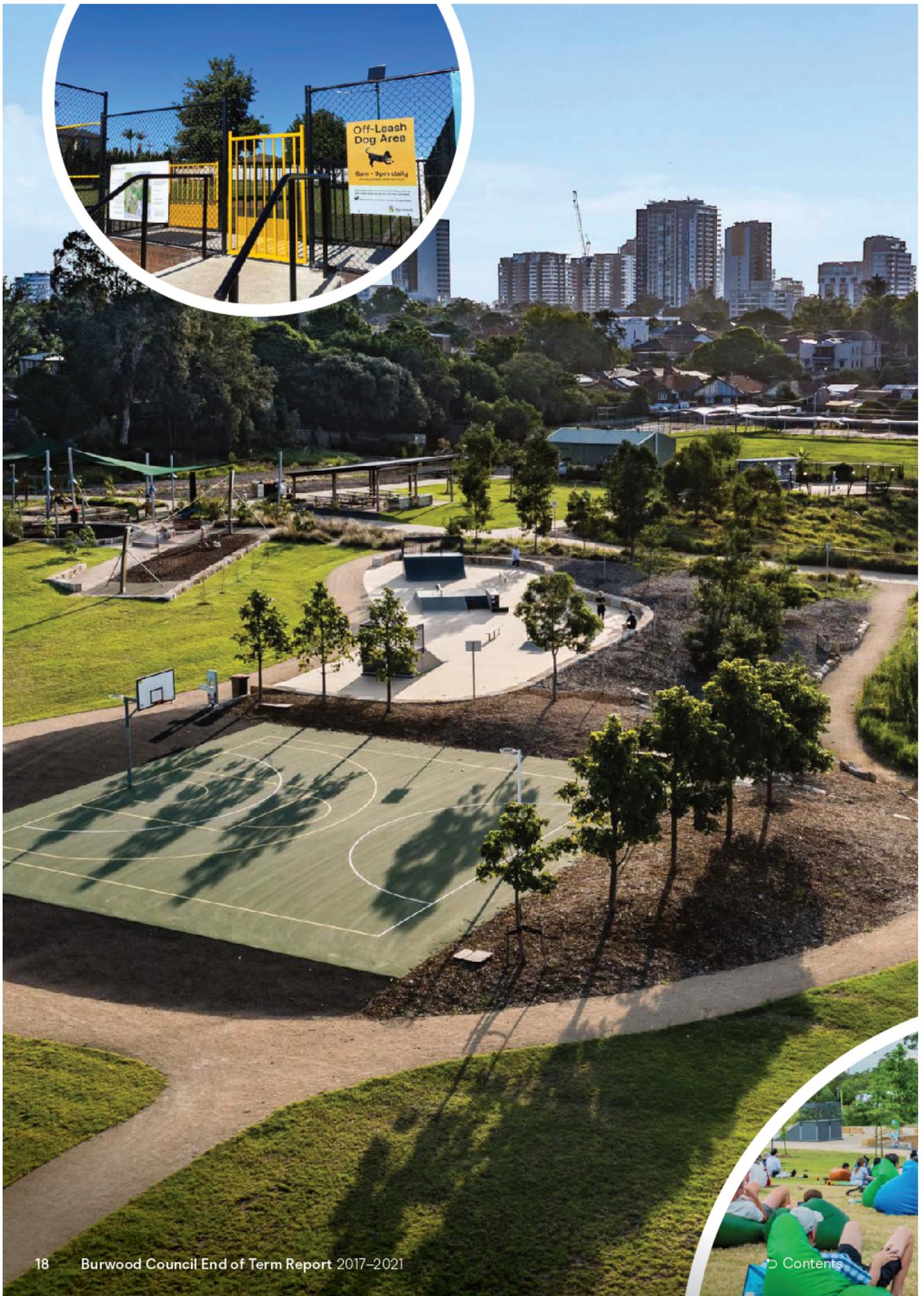
- Council's tenanted properties
- Waived in mandatory health inspection fees
- Waived in outdoor licensing fees
- Residential rates-relief
- Household clean ups, street and facility cleaning.

### Financial resilience

Council has continued to seek external grant funding to support projects that improve community facilities, public and green open spaces and provide economic stimulus. This ensured that the inevitable financial impact of COVID on Council did not affect the delivery of key capital works projects, successfully obtaining over \$6,500,000 in funding during the pandemic.

### Innovative solutions to complex problems

- Development of a new coordinated response to support rough-sleepers during the pandemic in partnership with state services which resulted in increased housing/health support for homeless people in Burwood
- Development of Anti-Racism statement and media campaign in response to growing incidents of overt racism occurring during the pandemic.





# 3. Healthy & sustainable environment

## Community strategic plan goals

- 3.1 Enhanced green and open spaces, and streetscapes
- 3.2 Sustainable waste management practices
- 3.3 Community education on sustainable practices
- 3.4 Leadership in environmental sustainability
- 3.5 Public health and welfare

Council plays an important role in protecting our environment and preserving our natural resources for future generations. This includes ensuring proper planning for the future sustainability of the area.

Practices and programs implemented by Council lead the way to encourage the community to play their part in ensuring our natural resources are protected.

Encouraging recycling and good waste practices, greening our local community, promoting healthy and active lifestyles by providing a range of sporting facilities and parks for relaxation are vital in order to ensure the future sustainability of the area.



Contents

3. Healthy & sustainable environment

# Highlights

### Award winning Wangal Park

The completion of Wangal Park has provided the jewel in Burwood’s environmental crown. The 4.4 hectare space at the corner of Cheltenham Road and Royce Avenue, Croydon is the location of a beautiful wetland that provides a home for native plants birds and animals, a green oasis for visitors to enjoy and provide a cooling effect for the area.

Once a brick pit, ecologically sustainable best practice was integrated into the park’s design, winning awards for excellence in integrated storm water design. The project provides a sustainable alternative source of water for irrigation, a seamless connection between the water features and the much needed open spaces and recreational facilities for improved liveability.

### Technology helps us reduce Waste

Waste App launched, providing information about waste and recycling services. The Waste App and Council’s website supported the on-going partnership with the NSW Environment Protection Authority and the Love Food Hate Waste program. The program helps residents to avoid food waste, save time and money and reduce their environmental impact by planning better, shopping smarter.



### Residential worm farming

Council launched a worm farming program for residents from participating apartment buildings to compost food scraps as part of a first-of-its kind trial for the area.

Buildings were provided with a compost bin and an environmental consultant facilitated the set-up and provided a series of educational resources to ensure capturing and transferring food waste from kitchen to compost is an easy and fuss-free process.



### Recycling opportunities increased

Mattresses and whitegoods can now be put out for collection. They will be processed for recycling. Council entered into a partnership with Canada Bay Council to allow Burwood residents access to the Community Recycling Centre in Five Dock. This means that many materials that should not be disposed of to landfill can now be safely recycled by Burwood residents.

Free collection and rehousing of unwanted furniture was established in partnership with The Bower and working with Clothing Cleanup has allowed residents to donate unwanted clothing, accessories and manchester, preventing textiles in good condition reaching the landfill.



**Henley Park**

Henley Park upgrade is continuing including new sports field floodlighting, solar lights along the walking track, picnic shelters, cricket practice nets and a double flying fox. In 2018–2019 the NSW Government announced \$2.6 million funding for further upgrades including sports field lighting, drainage and turf, a Futsal pitch and the refurbished and expanded amenities building.

**Grant Park multipurpose courts and carpark**

The \$2.5M upgrade at Grant Park in Enfield is near completion. This includes two new multipurpose courts, dog off leash areas, new lighting, plantings and car park. The project is supported with \$1M grant funding from the NSW Government.

**1000 Trees Program**

Following the success of the initial program, Council has doubled its target to plant 500 trees to 1000 new trees throughout Burwood LGA.

**Pet friendly environments**

Council considers the inclusion of pet-friendly facilities when planning park management and designated off-leash areas to help dogs socialise, relieve boredom and help reduce unwanted behaviour such as excessive barking. Council has upgraded the fenced dog off-leash areas in Grant Park, Blair Park and Sanders Park to join Burwood Park and Henley Park.



3. Healthy & sustainable environment



Over the past four years

**62,000+ tonnes**

**of kerbside material collected:**  
63% waste, 18% recyclables and 19% green waste.

**Waste App launched** providing information about waste collections and recycling services.

**Free collection and rehousing of unwanted furniture** in partnership with The Bower.

**1/3**

of Burwood's 91km road network is swept every week. **This has contributed to a reduction in instances of flooding**

**almost 100,000 people**

participated in the Learn to Swim Program

**350,000 visits**

were made to Enfield Aquatic Centre



**147 presentations to 4000+ primary school students** on composting, recycling and waste minimisation

**100%**

of council's **local road street lighting** inventory replaced with LED lights

**100%**

of **dangerous and restricted dogs** inspected



All Council's parks are **designed to be accessible** by people living with an impairment or disability.







# 4. Planning & infrastructure

## Community strategic plan goals

- 4.1 Effective traffic and parking management strategies
- 4.2 Connected and accessible infrastructure
- 4.3 Burwood's existing heritage integrated with high quality urban design
- 4.4 Participate in regional planning and infrastructure projects to ensure the best outcomes for the community
- 4.5 Customer focused process for development services

Our growing population requires planning for services and infrastructure to meet the community's ever changing needs. Transport that connects services and people plays a key role in liveability and sustainability of our area.

We want our neighbourhoods to feel safe, look great and be accessible for our whole community to enjoy.

Council is committed to planning for the future needs of our growing population. This includes making sure services and infrastructure meet the changing needs of our community and protected and enhance our local environment.

We want our neighbourhoods to feel safe, look great and be accessible for our whole community to enjoy.



4. Planning & infrastructure

# Highlights

## Local Strategic Planning Statement

The Burwood Local Strategic Planning Statement (LSPS) was released in March 2020 following extensive consultation. This is a very significant planning document that provides an understanding of the planning context for the Community Strategic Plan. Many of the community's aspirations expressed through the Community Strategic Plan require the support of local environment plans and development controls. The planning priorities identified within the LSPS will help guide land use decisions and earmark changes to our local land use plans, strategies and policies over the next 20 years.

In developing the LSPS Council undertook the development of an extensive set of strategy documents and studies to identify Burwood's special characteristics and the values that are to be preserved, and how change will be managed into the future.



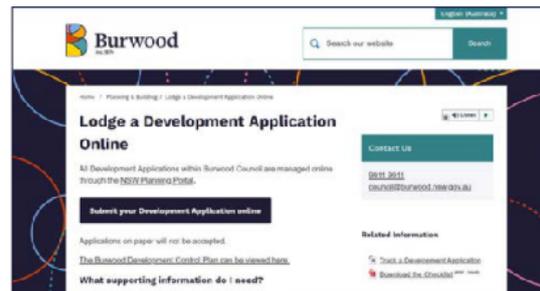
## Contactless road safety trial

The State Government chose Burwood to trial a contactless pedestrian crossing in Burwood Road. The trial demonstrated greater confidence in the safety of the business district and by reducing direct contact helped prevent the spread of COVID-19.

## Leading the way with new technology

Burwood was one of 10 NSW councils chosen to trial receiving all Development Applications via the NSW Planning Portal. It was launched on 1 January 2020 and has proved to be a huge success.

Council received 112 viable applications worth more than \$200 million in the first six months. Automation reduced manual processes from 91 to two and 32 paper forms were made redundant. Average processing time decreased from 173 days in 2017-18 to 90 days using the e-planning system – a 192 per cent improvement.



## Enfield Aquatic Centre upgrade

The \$5.4M stage two upgrade of the Aquatic Centre includes a new 25 metre all-ages heated indoor Program Pool with ramp to enable access for less mobile people, floor heating and connecting covered walkways.

## Burwood CBD is good for walking

The CBD continued to be upgraded providing opportunities for more pedestrian only walkways. These include between Clarendon Place to Wynne Avenue extending through to Conder Street.

Council also introduced pedestrian safety programs such as Walk Safe to ensure pedestrians crossed at safe locations and the Look Out look UP campaign to remind the Look Out Look UP campaign to be aware of your surroundings and not be distracted with your mobile.



**Railway Parade East upgrade**

As part of a \$1M streetscape improvement program, new wider footpaths, multipurpose poles that integrate street lighting, hanging baskets and banners and new street furniture, including seats, and bins have been installed.



**Linked up cycleways**

Three new cycleways to link the Parramatta Road corridor to Burwood Park and Wangal Park has been built supported by a grant Parramatta Road Urban Amenity Improvement Program. This also extended to the mixed on-road and off-road cycle paths that has linked existing recreational areas within Burwood Council and the City of Canada Bay.



4. Planning & infrastructure



Burwood residents are more satisfied than the average for Greater Sydney with:

**Traffic management & road safety**

**85% in Burwood**

72% for Greater Sydney

**Footpath maintenance**

**83% in Burwood**

74% for Greater Sydney



**Local roads maintenance**

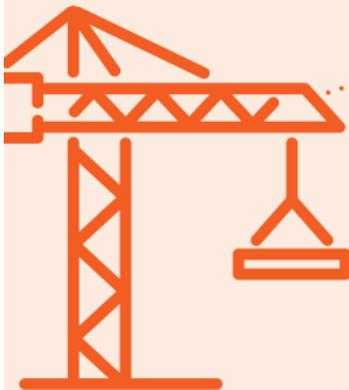
**85% in Burwood**

74% for Greater Sydney

Burwood Local Strategic Planning Statement completed

**\$5.4 million**

Enfield Aquatic Centre upgrade completed



Over the last four years

**47 reports** were lodged with the Burwood Local Planning Panel for **\$455M in developments**



**DA Online Tracker**

launched for Development Applications

**Development Applications now processed**

**3x faster**

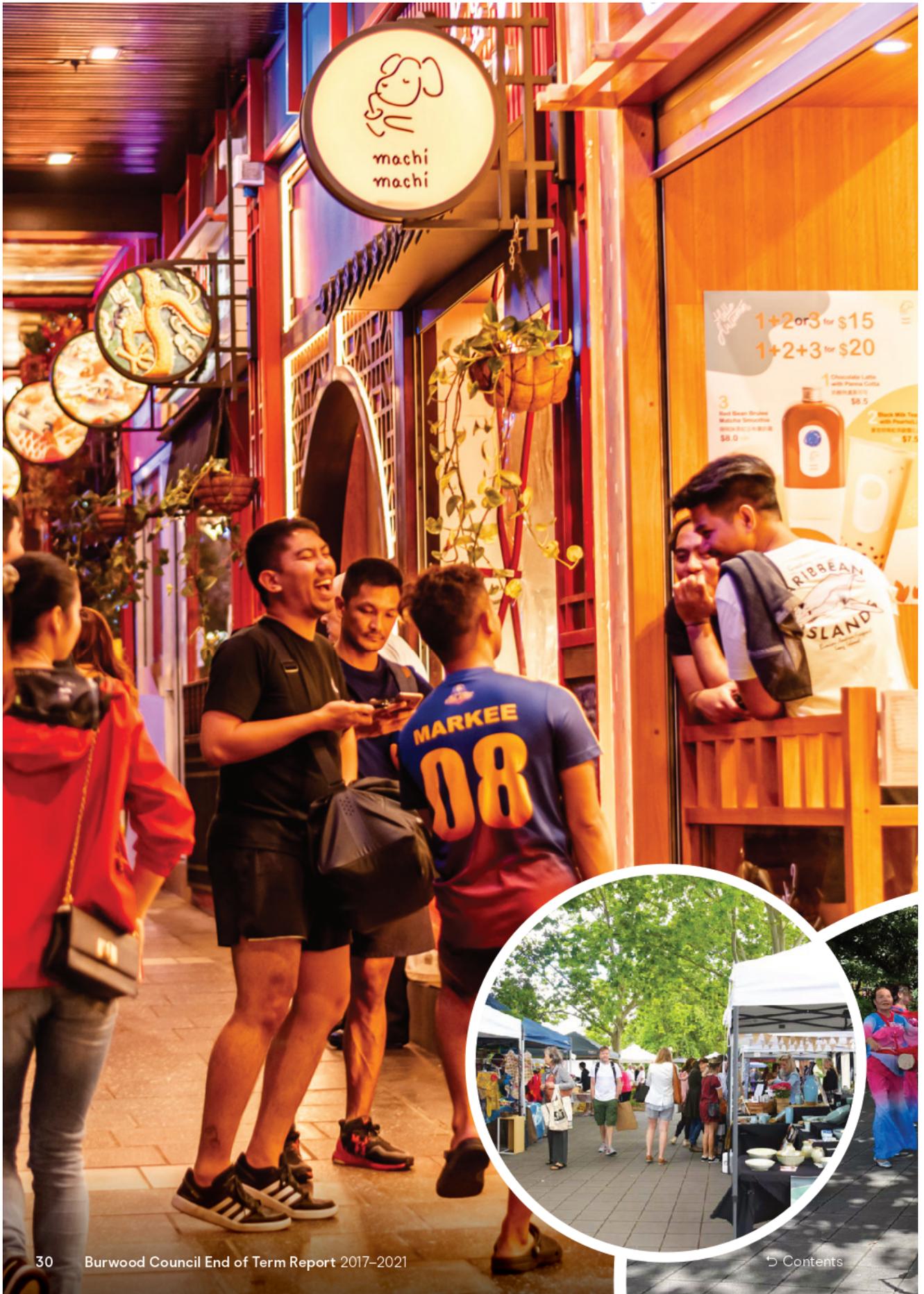
than in 2017-18 due to new technology

**100%**

**support by applicants** of new on-line DA submission system









# 5. Vibrant city & villages

## Community strategic plan goals

- 5.1 Maximise Burwood's regional status
- 5.2 Supported and engaged local businesses
- 5.3 Enhance and foster the local identity
- 5.4 Activate village precincts and preserve the distinct characters of surrounding residential areas

Burwood has a vibrant CBD and several business and shopping precincts supported by a strong network of services. Council has been working hard, especially during the COVID-19 pandemic, to support our local businesses that are a valuable part of the Burwood economy.

Our Burwood Cares strategy included a number of initiatives and strategies designed to inform and support businesses through this unparalleled period of change.

We are proud of the work being done to activate and beautify our local villages to foster a sense of pride and attract new and diverse businesses and services to the area.



▷ Contents

## 5. Vibrant city & villages

# Highlights

### Unity Place

Unity Place Burwood is the new name for Hornsey Lane following a 'Name the Lane' community competition. The \$718K project, including a \$130K grant from the Department of Planning, Industry and Environment's 'Places to Love Program' has been fully landscaped with new paving, street furniture, tree planting, smartpoles for hanging baskets and street banners and hanging chain lighting zig zagging up high along the lane for a colourful festive night time atmosphere. The project also featured three large murals depicting Burwood's Past, Present and Future. To celebrate the new pedestrianised retail and artistic destination and the new name, a hugely popular community event was held which featured interactive light installations, outdoor library activities, roaming entertainment and food trucks.



### Ease of parking supports business

The Park'nPay smart phone app was launched to support businesses by allowing motorists to pay for parking without the need to leave the premises. It was also supportive of business during COVID-19 allowing contactless use of parking meters.

### Town Centre Beautification Program

The Town Centre Beautification Program has continued to enhance the aesthetics of the business centres with more tree planting, seating, planter boxes, hanging baskets, church façade lighting and shopfront improvements.

Over the past two years \$2.7M has been allocated to upgrade Burwood Road. This includes an upgrade of the northern side of the Burwood Road shopping strip and improvements to the southern end of Burwood Road last year. New pavers and landscaping are being installed.

### Supporting business improvements

Local business owners and tenants were encouraged to apply for Council's Shopfront Improvement Program to improve their facades and shopfronts. Over \$20,000 in funding was granted to the successful applicants to enhance their street appeal and improve the attractiveness of the Burwood CBD.

### Public art

Council continues to actively implement the Public Art Strategy adopted in 2018. Artworks create interest and excitement in public spaces. New works include three new murals at Unity Place, a mural at Woodstock Community Centre, a mural on Burwood Park Pavilion, and Bollard art work at the corner of Wentworth and Everton Roads, Strathfield.

The new Hoarding and Public Art Policies now provides more opportunity and new canvases for artists' work to be displayed across the LGA. Council is also incorporating more local artwork into its street banner program.





### Activating the precincts

Whilst COVID-19 had a major effect on Council's calendar of events in 2020-2021 activities across the local government area provided family fun and visual pleasure. In 2019 Burwood Festival attracted over 70,000 people and remains the largest free annual community event in the inner west with over half the attendees being visitors to the area. Extra sparkle was introduced for Christmas with a decorations program that included a new 12 metre tree, three dazzling light installations and fairy lights in the trees and new shop garlands. A Christmas Lights competition was held to encourage the residents to get into the communal Christmas spirit. For the first time, Movies in the Park was held at Wangal Park to further spread the celebrations to new locations.

5. Vibrant city & villages

**70,000+ people**

went to the 2019 Burwood Festival, the Inner West's largest free annual community event, with **97% saying they would return**



**58%**

of Burwood residents think that our **local town centres are vibrant and economically healthy** – higher than the average for Greater Sydney (49%)



Burwood promoted as a **food destination in The Official Sydney Guide** published in Korean, Chinese and English



**182 entries**

in the **Burwood Art Prize** in 2019 and 2020

**All Council facilities are accessible**

making them highly preferred by groups who have clients with a disability



**Groovability Festival**

for the International Day of People with a Disability **attracted 850 participants** **In 2019 and In 2020** the online event had 600 views





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## **(ITEM 98/21) COMMUNITY GRANTS PROGRAM REVIEW AND RECOMMENDED IMPROVEMENTS FOR 2021/22**

File No: 21/44514

REPORT BY DIRECTOR COMMUNITY LIFE

### **Summary**

Council's Community Grants Program operates on an annual basis and provides funding to local not for profit community organisations to run activities, events and programs to support the Burwood community. The Program directly aligns with Council's Strategic and Operational Plan objectives to support a diverse range of initiatives that meet community needs and build strong partnerships for the benefit of the community. This report recommends a number of improvements to the Program for implementation in 2021/22 following a recent review of the annual Community Grants Program involving input from local community organisations.

### **Operational Plan Objective**

- 1.1.1 A diverse range of strategies and initiatives that meet the needs of the community.
- 1.1.1.2 Provide financial assistance for community projects and actively seek funding from other sources.
- 1.2 A well informed, supported and engaged community.

### **Background**

Burwood Council recognises that community organisations deliver a broad range of services, programs and events that provide significant and multiple benefits to the local community. Community organisations provide essential community assistance, including emergency relief programs and skills development opportunities. They support and connect individuals and families, young people, newly-arrived migrants, seniors and people with disability. They enrich the social and cultural fabric of the community with arts and creative programs and community based events. Council supports these organisations by providing financial assistance through community grants, donations, fee reductions or waivers for the use of Council facilities and establishing a broad range of partnership arrangements to address identified community needs through collaboration.

Council's Community Grants Program operates on an annual basis and provides funding to local not for profit community organisations to run activities, events and programs to support the Burwood community. This is consistent with the majority of local councils in the Sydney Metropolitan area, with many councils offering one consolidated grants round per year and some larger councils offering a range of grant streams throughout the year.

At the Ordinary Meeting of Council held on 25 May 2021, Council received a report on the Council's Community Grants Program 2020/21 and resolved, in part, that Council:

*"Receives a further report in relation to the future structure of the Community Grants Program for Council's consideration prior to the rollout of the Program in 2021/22."*

Council officers have now undertaken a review of the Community Grants Program to ensure its funding priorities, eligibility and assessment criteria continue to meet program objectives, reflect best practice grants administration and address the emerging funding needs of local community organisations. The review process included consideration of contemporary grants programs offered by other local councils, a telephone survey with 56 community organisations operating in the Burwood Local Government Area and internal feedback from Council officers involved in the Community Grants Program assessment process.

This report outlines the findings and recommendations arising from the review process and presents updated Community Grants Guidelines for endorsement by Council prior to the rollout of the Community Grants Program in 2021/22.

### ***Community Grants Program Review***

Between July and September 2021 a total of 56 local community organisations operating in the Burwood Local Government Area were contacted and surveyed by the Community Development Team to assess their knowledge and needs in relation to financial assistance offered by Council. In particular, feedback was sought regarding potential improvements to the annual Community Grants Program.

The survey gave consideration to both current and ongoing funding needs and included a cross section of local and regional not for profit organisations, local charitable associations, community and sporting groups operating in the Burwood LGA. The survey findings have been utilised to inform a number of improvements to Council's annual Community Grants Program. A summary of the outcomes of this survey work is outlined below.

### ***Grant Seeking Experience of Local Community Organisations***

On average survey respondents applied for 10 grants per year, however this number varied significantly with 12 organisations not applying for any grants, and a further seven applying for 30 or more grants per year. The organisations least likely to apply for any grants were local religious groups or specialist advocacy groups.

The survey findings also highlighted a wide disparity between how much funding local community groups and organisations receive with one quarter of survey respondents not receiving any external funding (as shown in the following table).

*What is the average amount your organisation receives annually from grants?*

<b>Response</b>	<b>No. of Respondents</b>	<b>% of Respondents</b>
We have never received a grant	14	25%
Under \$1000	5	9%
\$1,001 - \$4,999	9	16%
\$5,000 - \$9,999	5	9%
\$10,000 - 19,999	9	16%
\$20,000 - \$49,999	4	7%
\$50,000 or more	10	18%
<b>TOTAL</b>	<b>56</b>	<b>100%</b>

In addition to the above, the majority of survey respondents (53%) did not receive recurrent funding (funding over three or more years) from any source.

The majority of survey respondents noted that they received the bulk of their income either from membership fees, service related fees and charges, or State and Federal funding (as shown in the following table).

*What is your organisation's main source of income?*

<b>Response</b>	<b>No. of Respondents</b>	<b>% of Respondents</b>
Membership fees	13	23%
Fees and charges for services	9	16%
Federal government funding	7	13%
State government funding	7	13%

Response	No. of Respondents	% of Respondents
Fundraising	7	13%
Philanthropic	6	11%
Sponsorship	5	9%
Business activities	2	4%
<b>TOTAL</b>	<b>56</b>	<b>100%</b>

Community organisations typically experience sustainability issues as a result of a lack of funding to cover core operating costs, such as staff wages, rent and administration costs.

When asked 'What does your organisation have the most difficulty securing funding for?' survey respondents noted the following:

Response	No. of Respondents	% of Respondents
Staff wages	13	23%
Overhead costs (e.g. rent/ administration)	10	18%
Program/project costs	10	18%
Event support/venue costs	7	13%
Equipment purchases	4	7%
Capital expenditure	1	2%
Advocacy projects	1	2%
Other	10	18%
<b>TOTAL</b>	<b>56</b>	<b>100%</b>

In relation to the barriers community organisations commonly face when seeking grants, survey respondents identified the following key challenges:

- Limited resources/limited time to complete applications (45%)
- Identifying suitable grant opportunities (39%)
- Ineligibility for grants programs (27%)
- Grant writing skills and knowledge (27%)
- Understanding the application process (20%)
- Aspects of organisational governance not in place (e.g. insurance, lack of an annual report, certificate of incorporation) (4%).

### **Feedback on Council's Community Grants Program**

The majority of survey respondents (62%) had applied for funding under Burwood Council's Community Grants Program within the past 3 years. Overwhelmingly the reason why an organisation had not applied for the Community Grants Program previously was a lack of awareness of the Program.

Survey respondents were also asked to provide feedback on how Council should prioritise funding under the Community Grants Program. There was clear preference for a range of community development projects, social support services and events for the community. There was also support for arts and cultural funding at a local level (as outlined in the following table).

*In your opinion, what are the top three areas Council's grants program should fund?*

Response	No. of Respondents	% of Respondents
Community development projects	37	67%
Social support services	34	62%

Response	No. of Respondents	% of Respondents
Events for the community	27	49%
Arts and cultural projects	17	31%
Sustainability projects	10	18%
Social enterprise initiatives	7	13%
Sport and recreation projects	6	11%
Other: Survey respondents who indicated 'Other' highlighted transport services, programs to address social isolation and developing the infrastructure of small organisations in their responses.	9	16%

When asked how Council could provide support to local community organisations other than via the Community Grants Program, the following suggestions were provided:

- Fee waivers for parks and venues (43%)
- Promotional support for programs and events (21%)
- Partnerships with Council's Community Development Team to work jointly on projects, programs or events (21%)
- A combination of all of the above (14%).

When asked how Council could improve its Community Grants Program, a range of comments and suggestions were provided:

- Survey respondents that regularly accessed Council's Community Grants Program expressed gratitude for the assistance they have received from Council with many citing the assistance they had received from Council officers throughout the applications process.
- Those organisations that were unaware of Council's Community Grants Program highlighted a strong desire to learn more about the Community Grants Program as well as other supports available via Council.
- Several survey respondents noted the value of the online information sessions delivered by Council in 2020/21 and requested that online information sessions be provided annually.
- Some survey respondents requested more intensive grants writing training to build the capacity of local organisations to apply for Council and non-Council grants programs as well as more regular updates on external funding opportunities available.
- Survey respondents who had not previously applied for funding noted the need for increased support through the application process, with some providing suggestions for simplifying the application form and offering more tailored support for first time grant seekers.

## **Proposal**

This report proposes that Council implements a number of improvements to the Community Grants Program in 2021/22 based on the findings of the survey undertaken with community organisations.

Key improvements include:

- Expanded promotion to increase awareness of the Community Grants Program and maximise its benefits to the local community.
- Continued provision of online information sessions for applicants to coincide with the open period of the funding round, which explains how to apply, funding priorities and how applications will be assessed.
- Introduction of one on one advisory sessions that offer tailored advice and feedback on a grant application or project idea, particularly targeting first time applicants.
- The roll out of grants writing training to community organisations in 2021/22 to assist them with preparing grant applications. This assistance will enable local community organisations

- to increase their grants writing expertise and skills and improve their overall capacity to attract funding from other sources which will benefit the local community.
- Further streamlining of the Community Grants Program Application Form (both in online and hard copy formats).
  - Increased provision and distribution of information on other funding programs available to local community organisations to increase awareness of funding opportunities available throughout the year.

In addition to the above, and based on the consideration of contemporary grants administration processes adopted by other local councils and internal feedback from Council officers, this report further recommends that:

- A funding cap of up to \$5000 per grant be applied for applications under the Community Grants Program in 2021/22. This seeks to provide a clearer guide to applicants when developing their application and project budget that is commensurate with the total funding pool available.
- Funding priorities be more clearly articulated for applications under the Community Grants Program 2021/22 with particular reference to projects that address the impacts of COVID-19, support community recovery and re-activation and the emerging funding needs of local community organisations.
- The total funding pool for the Community Grants Program be increased from \$40,000 to \$55,000 in 2021/22 by reallocating \$15,000 in funds available under the Corporate Projects budget to address increased funding needs of local community organisations as a result of the Covid-19 Pandemic.

The updated *Community Grants Program Guidelines 2021/22* incorporating the above changes is included under Attachment 1 of this report and is presented for endorsement by Council prior to the rollout of the Community Grants Program in 2021/22.

## **Consultation**

Between July and September 2021 a total of 56 local community organisations operating in the Burwood Local Government Area were contacted and surveyed by the Community Development Team to provide input into the review of the Community Grants Program. Council staff developed the 20-question survey and completed the survey with respondents via phone.

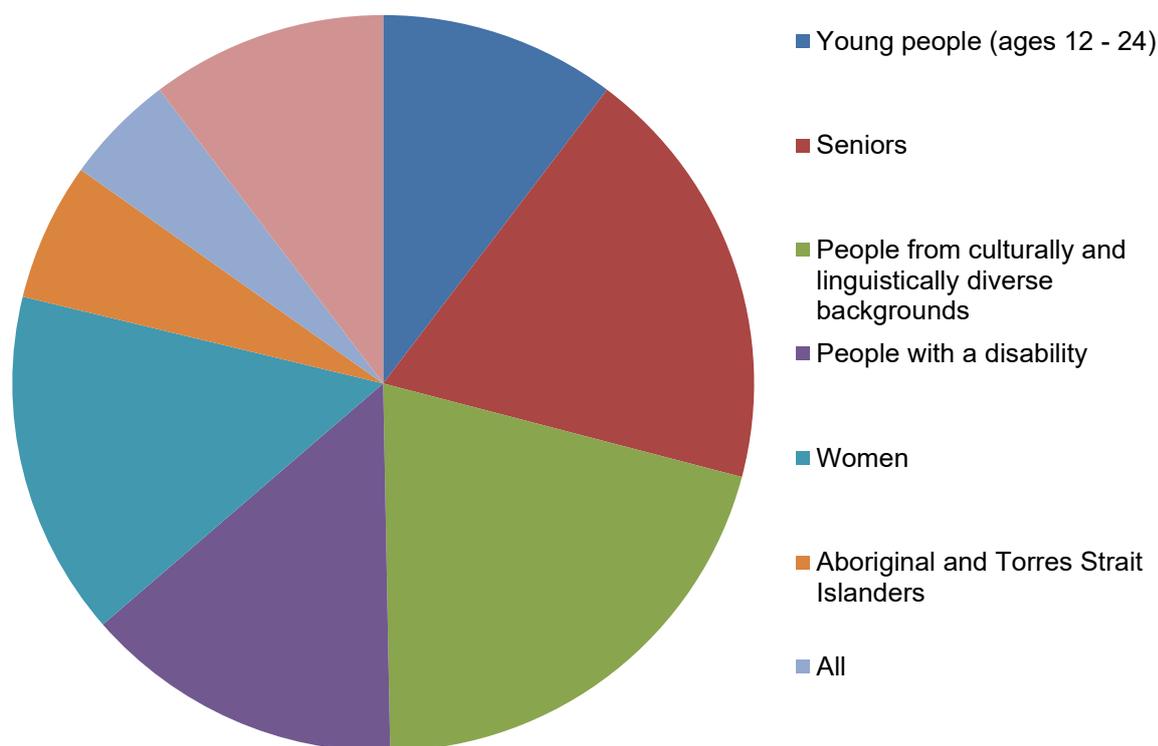
### ***Survey Respondents***

Survey respondents represented a broad cross section of community organisations, both in terms of the types of activities and services they provide as well as the range of target groups they service, as outlined below:

*What are the main activities of your organisation?*

<b>Response</b>	<b>No. of Respondents</b>	<b>% of Respondents</b>
Community services or welfare services	32	58%
Education and training / skills development	25	45%
Multicultural services	20	36%
Arts and cultural projects	18	33%
Health related	18	33%
Advocacy and lobbying	14	25%
Sport and recreation	7	13%
Other: Responses to 'Other' included disability services, creative and music programs and religious based activities.	17	31%

Which target group(s) does your organisation provide services to?



Responses to 'Other' included people experiencing homelessness and people experiencing financial hardship.

In addition to the feedback from survey respondents, Council also sought internal feedback from staff involved in the Community Grants Program assessment process over several years and consulted with the attendees of the *Staying Connected Sydney Metropolitan Council Grant Network*.

Input and feedback from survey respondents, grant administrators and Council officers has been utilised to inform the improvements to the Community Grants Program included in this report. Council will proactively promote the Community Grants Program once opened utilising a full suite of communications and engagement methods.

### **Planning or Policy Implications**

In administering the Community Grants Program, Council must ensure that it complies with Section 356 of the *Local Government Act 1993*, which makes provisions for Council to grant financial assistance to others for the purpose of exercising its functions.

Council does not have a specific *Community Grants and Donations Policy*. All applications submitted under the Community Grants Program 2021/22 will be assessed in accordance with the eligibility and selection criteria outlined in the revised *Community Grants Program Guidelines 2021/22* (included under Attachment 1).

### **Financial Implications**

In 2020/21 the approved budget allocation for the Community Grants Program was \$60,000. This increased funding pool was due to the Community Grants Program not being delivered in 2019/20.

This year, the total funding pool for the Community Grants Program in the adopted 2021/22 operational budget is \$40,000. Following the recent review of the Community Grants Program, this report recommends that the funding pool for the Community Grants Program in 2021/22 be further increased from \$40,000 to \$55,000 by reallocating \$15,000 in funds available in the 2021/22 Corporate Projects budget to address the increased funding needs of local community organisations as a result of the Covid-19 Pandemic.

## **Conclusion**

This report outlines the findings and recommendations arising from a recent review of Council's annual Community Grants Program, which are proposed for rollout as part of the implementation of the annual Community Grants Program in 2021/22. The review process has involved input from local community organisations via a telephone survey conducted with 56 community organisations operating in the Burwood Local Government Area and internal feedback from Council officers.

Following consideration of the report recommendations by Council, applications for the Community Grants Program 2021/22 funding round will open on Monday 22 November 2021 and will close on Friday 18 February 2022 at 4pm. Council will proactively promote the Community Grants Program once opened utilising a full suite of communications and engagement methods.

## ***Recommendation(s)***

That Council:

1. Notes the key improvements outlined in this report which are proposed to be rolled out as part of the annual Community Grants Program in 2021/22.
2. Endorses the updated *Community Grants Program Guidelines 2021/22* (included under Attachment 1), noting the introduction of a funding cap of up to \$5000 per grant.
3. Increases the total funding pool available under the Community Grants Program 2021/22 from \$40,000 to \$55,000 by reallocating \$15,000 in funds available under the Corporate Projects budget to address increased funding needs of local community organisations as a result of the Covid-19 Pandemic.

## **Attachments**

- 1 Burwood Council Community Grants Program Guidelines 2021-22



## COMMUNITY GRANTS PROGRAM GUIDELINES 2021/22

PO Box 240, BURWOOD NSW 1805  
2 Conder Street, BURWOOD NSW 2134  
Phone: 9911 9911  
Email: [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)  
Website: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

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## Introduction

Burwood Council makes funds available under its annual Community Grants Program to community organisations and groups within the Burwood Local Government Area (LGA), or those working with the local community, to support the delivery of services and programs that build an inclusive, vibrant and sustainable Burwood. Funded projects should deliver social, cultural, recreational and/or environmental benefits to the local community.

The Community Grants Program assists Council to achieve strategic objectives outlined in the *Community Strategic Plan - Burwood2030*.

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## Community Grants Program Objective

To encourage the development and implementation of collaborative community-based programs, projects and events that address identified social, cultural, recreational and environmental community needs and provide benefits to the residents of the Burwood LGA.

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## Eligibility Criteria

In order to be eligible for funding, applicants must:

- Be a legally registered, incorporated not-for-profit organisation (or group). Unincorporated groups may be sponsored (auspiced) by an incorporated not-for-profit organisation.
- Have a current registered Australian Business Number (ABN).
- Be currently located or delivering services/projects in the Burwood Local Government Area.
- Be able to provide proof of public liability insurance (minimum of \$10 million cover).
- Be able to demonstrate they have acquitted any previous grants from Council.

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## Selection Criteria

- Applications must be for a specific project that addresses the Community Grants Program Objective and an identified funding priority.
- Applications must be aligned with at least one of the key strategic goals of Council's *Community Strategic Plan – Burwood2030*. Please refer to the summary on page two. The full plan is available online at <https://www.burwood.nsw.gov.au/Our-Council/Burwood2030>.
- Projects must be well defined with a clear budget.
- Applications, whether submitted online, via email or by post, must be completed in full and be received by Council by the closing date – late applications will not be considered.
- Projects must not duplicate existing programs or services.
- Projects must provide a clear benefit to the local community. Residents of the Burwood LGA must be the primary beneficiaries of the project.
- Grants are designed to provide funding for one-off projects and there will be no commitment from Council for ongoing funding for the same project.

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## Funding Available 2021/2022

Applications for the 2021-2022 funding round open 9am, Monday 22 November 2021 and close 4pm, Friday 18 February 2022.

The total annual funding pool available for 2021-22 is \$55,000. The maximum amount per application is \$5000.

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## Strategic Goals and Funding Priorities 2021/2022

Applications must address one or more of the following priority areas for funding:

Key Strategic Goals	Priority Areas for Funding
<p>A well informed, supported and engaged community.</p> <p>A community which celebrates diversity.</p> <p>A sense of community pride.</p>	<ul style="list-style-type: none"> <li>• Projects that address the impacts of COVID-19 and/or support community recovery and re-activation.</li> <li>• Projects that improve access to services and increased participation in community life by isolated community members.</li> <li>• Projects that prevent and raise awareness of mental health.</li> <li>• Projects that promote physical activity, health and wellbeing.</li> <li>• Projects that promote social cohesion and community participation with a particular focus on projects that promote cross-cultural or inter-generational understanding and community connection.</li> <li>• Projects that address racism and promote community harmony.</li> <li>• Projects that improve access to services that address homelessness and the drivers of homelessness.</li> <li>• Projects that increase the provision of domestic violence services and support.</li> <li>• Projects that provide opportunities to increase participation of women and girls.</li> <li>• Projects that support the re-activation of sectors significantly impacted by COVID-19, including the arts and cultural sector and community sport.</li> <li>• Projects that support and increase participation in volunteering.</li> <li>• Partnership projects that strengthen the capacity of local organisations to work collaboratively to address issues affecting local communities.</li> <li>• Community development projects that engage the community in local environmental initiatives and sustainability principles and practices.</li> <li>• Projects that support the participation of people with disability and their carers in local activities and services.</li> <li>• Projects that support and celebrate cultural diversity through strengthening intercultural understanding.</li> <li>• Projects that support parents in the education of their children and improve their capacity to support learning at school.</li> <li>• Projects that use sporting and recreation activities for community development outcomes.</li> <li>• Projects that use arts and cultural activities for community development outcomes.</li> </ul>

**Grants will NOT be provided for:**

- Recurrent salary costs or contributions to salary costs of existing positions in an organisation.
- Political purposes or religious instruction.
- Money that has already been spent or projects already undertaken.
- Projects being conducted by an organisation which has substantial unallocated resources.
- Projects being conducted by individual persons, commercial enterprises or government agencies.
- Projects that require ongoing funding from Burwood Council beyond the current year.
- A core service that is funded by another source e.g. Federal or State Government.

**Assessment and Notification Process**

1. All applications will be assessed by an Internal Assessment Panel made up of Council staff

- with subject matter expertise.
2. Recommendations of the Internal Assessment Panel will be made with reference to the eligibility and selection criteria.
  3. Priority of applications will be determined by the following:
    - Alignment with one of the 'key strategic goals' and 'priority areas for funding', including projects that address COVID-19 impacts and/or support community recovery and re-activation.
    - Innovative or new programs that address an identified community need.
    - Partnership projects that strengthen the capacity of organisations to work collaboratively to address issues affecting the community or that enhance the capacity of the local community to address local issues.
    - Projects and activities that will have medium to longer term benefits.
  4. Recommendations for funding allocations will be reported to a Council Meeting for determination in the fourth quarter of the financial year (March to June). Council has the final decision-making authority for the determination of funding allocations.
  5. Following the decision at a Council meeting, all applicants will be notified of the outcome of their application. The decision will also be included in the Council Meeting Minutes.
  6. Grant recipients must enter into a funding agreement with Council and meet all requirements of project delivery, any funding conditions and acquittal.

#### **Further Information**

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Applications for the 2021-2022 funding round close at 4pm, Friday 18 February 2022.

For further information, please contact Council on 9911 9911 and ask to speak to the Community Development Coordinator. If you require interpreting support, please phone the Telephone Interpreting Service on 13 14 50 and ask them to contact Council on 9911 9911.

## **(ITEM 99/21) ADOPTION - REVISED AGENCY INFORMATION GUIDE - GOVERNMENT INFORMATION (PUBLIC ACCESS) ACT 2009**

File No: 21/50757

REPORT BY DIRECTOR CORPORATE SERVICES

### **Summary**

Council is obliged under Sections 20 and 22 of the *Government Information (Public Access) Act 2009* (the GIPAA) to adopt and publish an agency information guide that is to be remade at intervals of not more than 12 months. A revised draft of the *Burwood Council Agency Information Guide* is attached for adoption.

### **Operational Plan Objective**

2.1.3 Ensure transparency and accountability in decision making

### **Background**

All NSW Government agencies, including local government authorities, are subject to the provisions of the *Government Information (Public Access) Act 2009* and various supporting statutory instruments. The legislation provides the democratic framework governing the right to information created and collected by government in NSW. It is founded on core principles of transparency and accountability.

An important element of the right to know is providing citizens with a means to understand key details about the relevant government agency and how it operates. The information agency guide (the Guide) is a cornerstone of this. Mandatory elements of the Guide are that it:

- a) describes the structure and functions of the agency, and
- b) describes the ways in which the functions (including, in particular, the decision-making functions) of the agency affect members of the public, and
- c) specifies any arrangements that exist to enable members of the public to participate in the formulation of the agency's policy and the exercise of the agency's functions, and
- d) identifies the various kinds of government information held by the agency, and
- e) identifies the kinds of government information held by the agency that the agency makes (or will make) publicly available, and
- f) specifies the manner in which the agency makes (or will make) government information publicly available, and
- g) identifies the kinds of information that are (or will be) made publicly available free of charge and those kinds for which a charge is (or will be) imposed.

### **Discussion**

Council continues to be fully compliant with the requirements of the GIPAA and continues to progress satisfactorily with proactive release requirements.

The revised draft of the Guide features the following changes:

- Further details of the Burwood Local Planning Panel (BLPP) meeting procedures have been included under the heading 'Arrangements for Public Participation in Policy Formulation' and a redundant email address for the BLPP has been removed
- Reference to the Burwood 150 Years Anniversary Steering Committee has been included

- Hyperlinks to various content on the Council website and to legislation have been included to aid navigation for readers of the Guide
- Further to the ongoing review of Proactive Release of Information Program, details about the following information released on Council's website have been included:
  - Development Applications (DAs) and associated documents: Customers can access a list of DAs received and approved Council's website
  - DA approvals and associated documents are being uploaded to Council's DA tracker for access by the public
  - Council's Voluntary Planning Agreement Register from 2006 to date has been released on Council's website

### **Consultation**

A copy of the revised guide has been provided to the Information and Privacy Commission (IPC), as required by section 22 of the GIPAA. Advice previously provided by the IPC has been considered and adopted, where relevant.

### **Financial Implications**

There are no new financial implications for the remaking of the Guide. Work to revise the Guide is part of the normal continuous improvement program on the 'right to know' program sponsored by the Governance unit of Council.

### **Implementation**

Once Council approval is secured, the Guide will be published on the Council website and drawn to the attention of all staff. The Guide will then be subject to fresh review in the new year as part of continuous improvement in the lead up to preparation of the next version in 2022.

### **Conclusion**

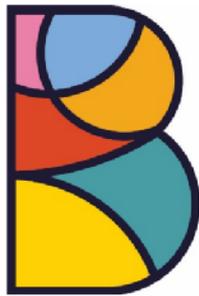
Council is required to adopt and publish an agency information guide that is to be remade at intervals of not more than 12 months. The revised Guide continues to meet the requirements of the GIPAA.

### ***Recommendation(s)***

That Council adopts the revised *Agency Information Guide – Government Information (Public Access) Act 2009* for publication on its website.

### **Attachments**

- 1 Draft 2021 Review - Agency Information Guide - Government Information (Public Access) Act 2009



**Burwood**  
Inc.1874

**DRAFT - AGENCY INFORMATION GUIDE –  
GOVERNMENT INFORMATION (PUBLIC  
ACCESS) ACT 2009**

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Public Document  
Adopted by Council:  
Ref No. **21/45749**  
Ownership: Governance  
Version No.: **10**

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## Purpose

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To provide members of the community and Council Officers with information concerning:

- the structure and functions of the Council
- the manner in which the functions of Council affect members of the public
- any arrangements that exist for members of the public to participate in the formulation of Council's policies and the exercise of Council's functions
- the kinds of government information held by Council
- the kinds of government information held by Council that is publicly available
- the manner in which Council makes government information publicly available
- the kinds of information that are (or will be) made publicly available free of charge and those kinds for which a charge is (or will be) imposed

Note: This document has been produced in accordance with Section 20 of the *Government Information (Public Access) Act 2009 (GIPA)*.

## Functions of Burwood Council

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The primary responsibilities of Burwood Council are the planning and maintenance of the Local Government Area. Decisions made by the Council directly impact on its residents, land owners and business operators. The actions of all NSW Councils are guided by the *Local Government Act 1993*.

Significant policy, planning and strategic issues are considered and decisions are made by the elected members at a meeting of the Council. Decisions regarding issues of an operational nature or less significance are made under delegated authority by the General Manager or relevant Council Officers.

Under the *Local Government Act 1993* (Section 8) Council must among other things, give consideration to:

1. providing directly, or on behalf of other levels of government, adequate, equitable and appropriate services and facilities for the community
2. ensuring that services are managed efficiently and effectively
3. exercising community leadership
4. exercising its functions in a manner that is consistent with and actively promotes the principle of cultural diversity
5. properly managing, developing, protecting, restoring, enhancing and conserving the environment of the area for which it is responsible, in a manner that is consistent with and promotes the principles of ecologically sustainable development
6. the long term and cumulative effects of its decisions
7. the fact that it is the custodian and trustee of public assets
8. effectively accounting for and managing the assets for which it is responsible
9. facilitating the involvement of Councillors, members of the public, users of facilities and services and Council staff in the development, improvement and coordination of Local Government
10. raising funds for local purposes by way of rates, charges and fees, investments, loans and grants
11. keeping the local community informed about its activities
12. ensuring that, in the exercise of its regulatory functions, it acts consistently and without bias
13. being a responsible employer

Agency Information Guide – Government Information (Public Access) Act 2009

Furthermore, Council is required to undertake various service, regulatory, revenue, administrative, enforcement and ancillary functions including:

<b>Service Functions</b>	Provision of community health, recreation, education and information services, Environmental Protection Waste removal and disposal, Land and Property, Industry and Tourism Development and Assistance, Civil Infrastructure, Maintenance and Construction
<b>Regulatory Functions</b>	Approvals, Orders, Building Certificates
<b>Revenue Functions</b>	Rates, Charges, Fees, Borrowings and Investments
<b>Administrative Functions</b>	Employment of Council Officers, Management Plans, Financial reporting, Annual Reports
<b>Enforcement Functions</b>	Proceedings for breaches of Local Government Act and Regulations and other Acts and Regulations, Prosecution of Offences, Recovery of Rates and Charges
<b>Ancillary Functions</b>	As per Section 22 of the <i>Local Government Act 1993</i>

The role of Council, however, extends well beyond these statutory considerations. Council provides an important focus and rallying point for the community. Council can be the vehicle for harnessing local concerns about specific issues, or for pursuing the community's visions and ideas.

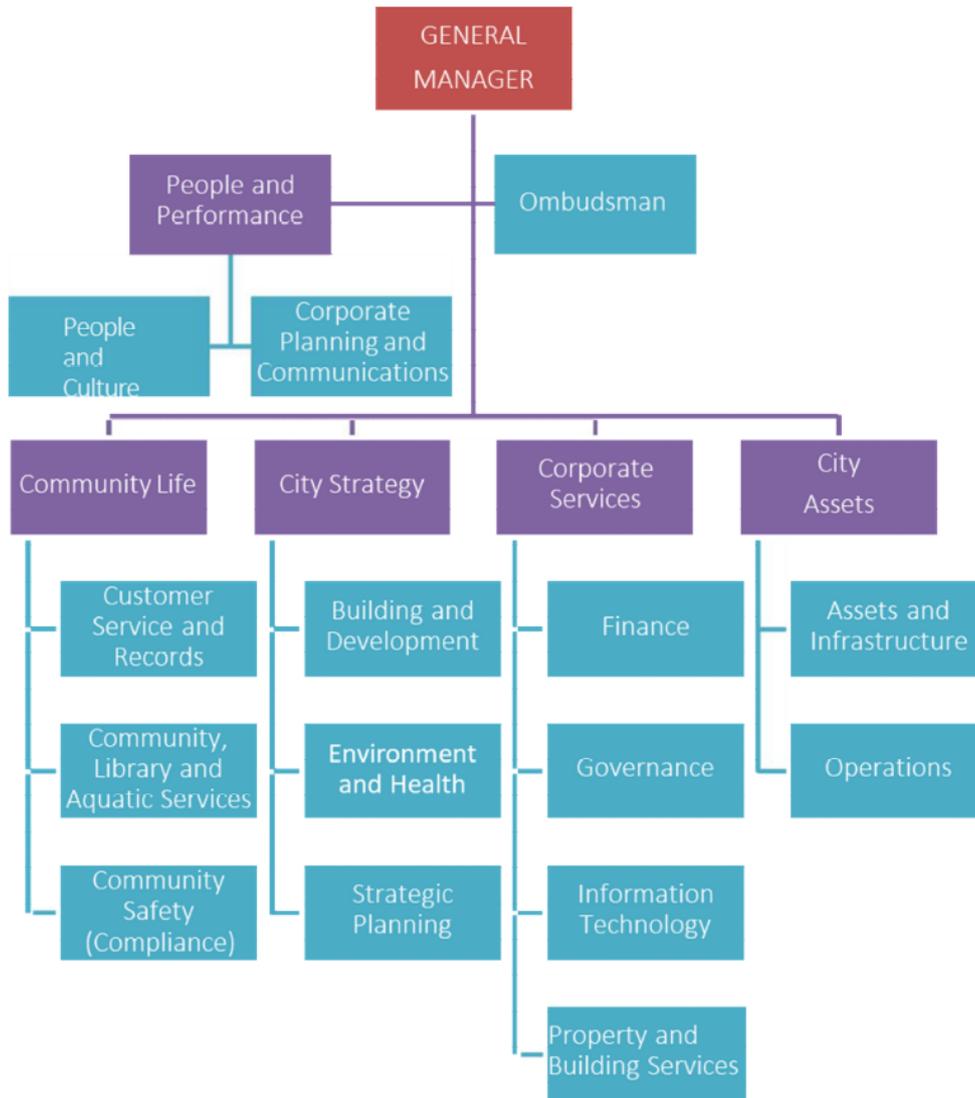
**Council's Organisational Values**

- Governance – consultation, accountability, transparency
- Service – efficiency, effectiveness, responsiveness
- Sustainability – prudence, innovation, preservation
- Respect – honesty, fairness, dedication, integrity

**Burwood Council's Structure**

**Description of Council's Organisation Structure**

There are six divisions in the organisation, the Office of the General Manager, People and Performance, Community Life, City Strategy, Corporate Services and City Assets. The following Organisation Structure shows the functions of each division.



**Effect of Council's Functions on Members of the Public**

Most of Council's functions have a direct impact on the public. Council's determination of development applications has legal force in the control of development and building work in the Council area. Council's Integrated Planning and Reporting Plans determine a number of significant projects that will contribute to Burwood being a vibrant major centre in the Inner West, and a leader in the provision of services, in the context of financial and economic sustainability, intergenerational connections, community governance, transparency and accountability.

**ITEM NUMBER 99/21 - ATTACHMENT 1**

**Draft 2021 Review - Agency Information Guide - Government Information (Public Access) Act 2009**

*Agency Information Guide – Government Information (Public Access) Act 2009*

Council's functions are governed by the *Local Government Act 1993*. Some other Acts and some of the functions they confer include:

<b>ACT</b>	<b>FUNCTIONS</b>
<i>Community Land Development Act 1989</i>	planning functions as consent authority
<i>Companion Animals Act 1998</i>	companion animal registration and control
<i>Conveyancing Act 1919</i>	placing covenants on council land
<i>Environmental Planning and Assessment Act 1979</i>	environmental planning
<i>Fire Brigades Act 1989</i>	payment of contributions to fire brigade costs and furnishing of returns
<i>Food Act 2003</i>	inspection of food and food premises
<i>Impounding Act 1993</i>	impounding of animals and articles
<i>Library Act 1939</i>	library services
<i>Protection of the Environment Operations Act 1997</i>	pollution control
<i>Public Health Act 1991</i>	inspection of systems for purposes of microbial control
<i>Recreation Vehicles Act 1983</i>	restricting use of recreation vehicles
<i>Roads Act 1993</i>	roads
<i>Rural Fires Act 1997</i>	issue of permits to light fires during bush fire danger periods requiring the furnishing of information to the Rural Fire Service Advisory Council and its Co-ordinating Committee
<i>State Emergency Service Act 1989</i>	recommending appointment of local controller
<i>Strata Schemes (Freehold Development) Act 1973</i>	approval of strata plans
<i>Strata Schemes (Leasehold Development) Act 1986</i>	approval of leasehold strata plans
<i>Swimming Pools Act 1992</i>	ensuring restriction of access to swimming pools

The exercise by a council of its functions under the *Local Government Act 1993* may also be modified by the provisions of another Act. Some of these Acts and some of the modifications they affect include:

<b>ACT</b>	<b>FUNCTIONS</b>
<i>Coastal Protection Act 1979</i>	limitation on coastal development by councils
<i>Environmental Offences and Penalties Act 1989</i>	forfeiture of council functions to person appointed by Governor
<i>Government Information (Public Access) Act 2009</i>	council required to publish certain information, to grant access to certain documents and to amend certain records that are shown to be incomplete, incorrect, out of date or misleading
<i>Heritage Act 1977</i>	rating based on heritage valuation
<i>State Emergency and Rescue Management Act 1989</i>	Council required to prepare for emergencies
<i>Unclaimed Money Act 1995</i>	unclaimed money to be paid to the Chief Commissioner of Unclaimed Money

Council has certain reporting requirements to the Department of Planning and Environment, Office of Local Government and has the role of monitoring the Council's compliance practices.

### Arrangements for Public Participation in Policy Formulation

In accordance with the *Local Government Act 1993*, Council is required to advertise some draft policy documents for public comment prior to formal adoption.

The Council and Burwood Local Planning Panel (BLPP) Meeting Agenda is made available to the public for viewing via Council's website and Library. Copies of the Agenda are available at Council's Customer Service Centre and at the meeting.

The Minutes of Council and the BLPP Meetings are made available to the public via Council's website [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au).

Council Meetings and BLPP Meetings are open to the public. Anyone wishing to address a Council or BLPP Meeting can either register online via Council's Website, email [Councilmeetings@burwood.nsw.gov.au](mailto:Councilmeetings@burwood.nsw.gov.au) or [BLPPMeetings@burwood.nsw.gov.au](mailto:BLPPMeetings@burwood.nsw.gov.au) or contact Council's Governance Team on 9911 9911.

Council meetings are normally scheduled for 6:00pm on the 4th Tuesday of every month except for January. They are either held at the Burwood Council Administration Centre or may be convened as a videoconference, in part or in full.

BLPP meetings are normally scheduled for 6:00pm on the 2nd Tuesday of every month except for January. They are either held at the Burwood Council Administration Centre or may be convened as a videoconference, in part or in full.

BLPP is a panel of independent experts and community members that determines development applications on behalf of Burwood Council. The BLPP is also responsible for providing advice on other planning matters including planning proposals.

The BLPP is obligated to hold a public meeting only when a development application that it is to determine has attracted 10 or more unique submissions of objection. As this need arises, a public meeting is scheduled immediately before the Panel meeting at which a determination is due to be made. (Note that the BLPP conducts its determination meetings without members of the public present.) Members of the public may arrange to participate in public meetings by videoconference or in person.

Residents are also able to participate directly in Council's affairs by joining one of the advisory committees that manage and provide advice on various Council services and facilities. Advisory Committee membership includes Councillors, community groups and community individuals and provides an opportunity for involvement in policy formulation. Information on advisory committees can be obtained from Council's Community Services Team.

In order to deal with a range of issues, Burwood Council has a number of Advisory Committees, including:

- Burwood 150 Years Anniversary Steering Committee
- Burwood Anzac Commemorative Service Committee
- Sandakan Community Educational Committee
- National Servicemen's Association
- Multicultural Advisory Committee

Council occasionally calls public meetings for the purpose of consulting with the community on issues that are controversial or are likely to affect a large part of the community. Public meetings, when

called, are advertised to the community by way of a letter to the residents concerned and/or by advertisement in a local newspaper and on Council's Website.

## **Records and Retention Policy**

### **Documents held by Burwood Council**

#### **Electronic Documents and Physical Files**

Access to Council's records by members of the public, including *Government Information (Public Access) Act 2009* (GIPA) applications will be in accordance with the applicable legislation, policy and guidelines.

Access to records over 30 years of age and any transferred archives is covered in the NSW State Records Access Directions (State Records website: [www.records.nsw.gov.au](http://www.records.nsw.gov.au)).

There are a range of processes associated with implementing appraisal decisions. These include the retention, deletion or destruction of records in or from recordkeeping systems. They may also include the migration or transmission of records between recordkeeping systems, and the transfer of custody or ownership of records – Australian Standard AS 4390 Part 1 Clause 4.9.

Key areas that Council uses to classify its records include:

**Development and Building Controls** - the function of regulating and approving applications for the development, use or subdivision of land or premises and related building and construction works.

**Parks and Reserves** - the function of acquiring, managing, designing and constructing parks, reserves and open spaces, either owned, controlled or managed by the organisation.

**Traffic and Transport** - the function of planning for and managing transport infrastructure and the efficient movement and parking of traffic.

## **Ways of Accessing Government Information**

There are four ways in which information may be accessed under the *Government Information (Public Access) Act 2009*, these are:

- a. Mandatory Proactive release - referred to as 'open access information'
- b. Authorised Proactive release of information
- c. Informal release
- d. Formal Access Applications

## **Open Access Information**

The following documents are classified as open access information, some of which can be downloaded from Council's Website [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au). If a document listed below is not on Council's website an application to Council to access the information can be requested through an Open Access to Information Application Form which is located on Council's website or you can send an email to [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au) detailing the documents or files you wish to view and/or photocopy. These applications are free of charge, however, if photocopies are required photocopy charges will apply as per Council's Schedule of Fees and Charges.

Open access information includes:

#### Information about Burwood Council

The *current version* and *most recent previous version* of the following records:

- a. the model code prescribed under Section 440 (1) of the *LGA* and the code of conduct adopted under Section 440 (3) of the *LGA*
- b. code of meeting practice
- c. annual report
- d. annual financial reports
- e. auditors report
- f. plans that form part of the integrated planning and reporting framework
- g. EEO management plan
- h. policy concerning the payment of expenses incurred by, and the provision of facilities to, councillors
- i. annual reports of bodies exercising functions delegated by the local authority
- j. any codes referred to in the *LGA*

Information contained in the following records (*historical and current*):

- a. returns of the interests of councillors, designated persons and delegates
- b. agendas and business papers for any meeting of the Council (but not including business papers for matters considered when part of a meeting is closed to the public)
- c. minutes of any meeting of Council or any Committee of the Council, but restricted (in the case of any part of a meeting that is closed to the public) to the resolutions and recommendations of the meeting
- d. departmental representative reports presented at a meeting of the Council in accordance with Section 433 of the *LGA*

Information contained in the *current version* of the following records:

- a. land register
- b. register of investments
- c. register of delegations
- d. register of graffiti removal work kept in accordance with Section 13 of the *Graffiti Control Act 2008*
- a. register of current declarations of disclosures of political donations kept in accordance with Section 328A of the *LGA*
- e. the register of voting on planning matters kept in accordance with Section 375A of the *LGA*
- f. Register of Disclosure by Councillors, Independent Hearing and Assessment Panel and Designated Persons Return

Commercial information, if the information would be likely to prejudice the commercial position of the person who supplied it or to reveal a trade secret, is not considered open access information.

#### Plans and Policies

Information contained in the current version and the most recent previous version of the following:

- a. plans of management for community land
- b. environmental planning instruments, development control plans and contribution plans made under the *Environmental Planning and Assessment Act 1979* applying to land within the Burwood Local Government Area

**Information about development applications**

Information contained in the following records (*historical and current*):

- a. Development Applications (within the meaning of the *Environmental Planning and Assessment Act 1979*) and any associated documents received in relation to a proposed development including the following:
  - i. home warranty insurance documents
  - ii. construction certificates
  - iii. occupation certificates
  - iv. structural certification documents
  - v. town planner reports
  - vi. submissions received on development applications
  - vii. heritage consultant reports
  - viii. tree inspection consultant reports
  - ix. acoustics consultant reports
  - x. land contamination consultant reports
- b. records of decisions on development applications (including decisions made on appeal)
- c. the plans and specifications to the height and external configuration of a building and other plans such as shadow diagrams and landscape plans
- d. a record that describes the general nature of the documents that the Council decides are excluded from the operation of this clause by subclause (2)

Information contained in the following records (*historical and current*):

- a. The plans and specifications for any residential parts of a proposed building, other than plans that merely show its height and its external configuration in relation to the site on which it is proposed to be erected, Plans of the internal layout or design of a residential building are not prescribed as open access information, to anyone unless the request comes from the owner.
- b. Council assessment reports and other documents created or received in the course of consideration of a Development Application are not available for inspection prior to the application being determined by Council Officers or Council.
- c. 3D models and electronic format of development applications where available during the public exhibition period (available at Council's Customer Service Centre and Burwood Library and Community Hub).

**Policies, Approvals, Orders and Other Documents**

Information contained in the following records (*historical and current*):

- a. applications for approvals under Part 1 of Chapter 7 of the *Local Government Act 1993* and any associated documents received in relation to such an application
- b. applications for approvals under any other Act and any associated documents received in relation to such an application
- c. records of approvals granted or refused, any variation from local policies with reasons for the variation, and decisions made on appeals concerning approvals
- d. orders given under Part 2 of Chapter 7 of the *Local Government Act 1993*, and any reasons given under Section 136 of the LGA
- e. orders given under the authority of any other Act
- f. records of building certificates under the *Environmental Planning and Assessment Act 1979*
- g. plans of land proposed to be compulsorily acquired by Council

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- h. compulsory acquisition notices
- i. leases and licences for use of public land classified as community land

The following Council documents are also defined as open access information under Section 18 of the *GIPA Act* and will be released without the need for a formal access application:

- [Agency Information Guide](#)
- information about Council contained in any document tabled in Parliament by or on behalf of Council, other than any document tabled by order of either House of Parliament
- policy documents
- [disclosure log](#) of access applications
- register of government contracts
- records of the open access information (if any) that it does not make publicly available on the basis of an overriding public interest against disclosure
- any other government information as may be prescribed by the regulations as open access information

Under the [Copyright Act 1968](#), a copy of third party documents cannot be provided without the consent of the owner of the document. Copyright is the exclusive right to make copies, license and otherwise exploit a literary, musical, or artistic work, whether printed, audio, video, etc.: works granted such right by law are protected for the lifetime of the author or creator and for a period of 70 years after his or her death.

**Note:** The fact that information is open access information does not create an obligation to keep records indefinitely and does not interfere with the records management practices and procedures of Council that are consistent with the *State Records Act 1998*.

#### **Decision that Information Already Available to Applicant**

An agency can decide that information is already available to an applicant only if the information is:

- a. made publicly available by the agency or some other agency in accordance with a legislative instrument other than this Act, whether or not availability of the information is by inspection only and whether or not availability is subject to a charge, or
- b. available to the applicant from, or for inspection at, the agency free of charge in accordance with this Act or the agency's policies and practices, or
- c. contained in a document that is usually available for purchase

An agency is not required to provide access to information that the agency has decided is already available to the applicant, but notice of the decision must indicate how the information can be accessed by the applicant.

#### **Decision to Refuse to Deal With Application**

An agency may refuse to deal with an access application (in whole or in part) for any of the following reasons (and for no other reason):

- a. dealing with the application would require an unreasonable and substantial diversion of the agency's resources

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 Agency Information Guide – Government Information (Public Access) Act 2009
 

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- b. the agency has already decided a previous application for the information concerned (or information that is substantially the same as that information) made by the applicant and there are no reasonable grounds for believing that the agency would make a different decision on the application
- c. the applicant has failed to pay an advance deposit that is payable in connection with the application
- d. the information is or has been the subject of a subpoena or other order of a court for the production of documents and is available to the applicant as a result of having been produced in compliance with the subpoena or other order

In deciding whether dealing with an application would require an unreasonable and substantial diversion of an agency's resources, the agency is not required to have regard to any extension by agreement between the applicant and the agency of the period within which the application is required to be decided.

In deciding whether dealing with an application would require an unreasonable and substantial diversion of an agency's resources, the agency is entitled to consider two or more applications (including any previous application) as the one application if the agency determines that the applications are related and are made by the same applicant or by persons who are acting in concert in connection with those applications.

Before refusing to deal with an access application because dealing with it would require an unreasonable and substantial diversion of an agency's resources, the agency must give the applicant a reasonable opportunity to amend the application. The period within which the application is required to be decided stops running while the applicant is being given an opportunity to amend the application.

Notice of an agency's decision to refuse to deal with an access application must state the agency's reasons for the refusal.

An applicant is not entitled to a refund of the application fee when the agency refuses to deal with the application.

Clause 3 of Schedule 1 to the *Government Information (Public Access) Regulation 2018* prescribes additional open access information of councils. Such information now excludes the following about development applications:

- records of decisions made before **1 July 2010** on development applications (including decisions made on appeal) (Sch. 1, clause 3(1)(a)(i) and clause 3(1)(b)),
- development applications made before **1 July 2010** and any associated documents received (whether before, on or after that date) in relation to the application (Sch. 1, clause 3(2)(c)).

To apply for the information, please refer to Formal Access Applications in this Guide which details the process and fees associated with Formal Access Applications.

### **Proactive Release Program**

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The Proactive Release Program refers to information that Council choose to release proactively, which is in addition to the information that Council must disclose under Section 6 of the *Government Information (Public Access) Act 2009*.

The Program is reviewed in accordance with legislation to identify the types of information that could be released and what information Council has released as a result of the review.

During the last review period the Council has added the following to its website:

- Development Applications and associated documents: Customers can access a list of DA's received and approved Council's website.
- DA approvals and associated documents are being uploaded to Council's DA tracker for access by the public.
- Council's Voluntary Planning Agreement Register from 2006 to date has been released on Council's website.

## All Other Information

### Formal Access Applications

Burwood Council endeavours wherever possible and appropriate to deal with requests for information informally. We encourage you to seek information first by searching Council's website, and then via an informal request (which does not usually require the payment of charges). Not all applications can be treated informally but the vast majority can be.

It may be necessary to submit a Formal Access Application if the information you are seeking:

- is of a sensitive nature
- contains personal or confidential or commercially sensitive information about a third party
- would involve a considerable amount of time and resources to assemble
- is of uncommon complexity
- records of decisions made before **1 July 2010** on development applications (including decisions made on appeal) (Sch. 1, clause 3(1)(a)(i) and clause 3(1)(b) of the *Government Information (Public Access) Regulation 2018*)
- development applications made before **1 July 2010** and any associated documents received (whether before, on or after that date) in relation to the application (Sch. 1, clause 3(2)(c) of the *Government Information (Public Access) Regulation 2018*)

If you have not been able to obtain the information you require through Council's website or an open access application, you can lodge a Formal Access to Information Application. A form is required to be completed which can be located on Council's website or at Council's Administration Centre.

Requests for Formal Access to Information held by Burwood Council and subject to the *Government Information (Public Access) Act* must be accompanied by a \$30.00 application fee. There is also a processing charge of \$30.00 per hour calculated after the first hour. An applicant is entitled to a 50% reduction in processing charges imposed by Council if Council is satisfied that the applicant is suffering financial hardship under Section 65 of the *GIPA Act*. Hardship applications will be required to complete Council's Hardship Policy application. The discount applies only to the processing charge, not the application fee. If a 50% reduction in processing charge applies, the application fee will pay the first two hours of processing time.

If a Formal Access to Information application is made for personal information about the applicant (the applicant being an individual), there are no processing charges for the first 20 hours of the processing time for the application.

Where the processing time exceeds 10 hours an advanced deposit charge will apply. If copies of documents are required, photocopying charges will apply as per Council's Schedule of Fees and Charges.

Council may request this type of application where the information sought:

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 Agency Information Guide – Government Information (Public Access) Act 2009
 

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- is of a sensitive nature that requires careful weighing of the considerations in favour of and against disclosure
- contains personal or confidential information about a third party that requires consultation
- would involve an unreasonable amount of time and resources to update

Decisions as to the release of requested information that is not available on the Council's website or in other publications are made within the guidelines of *GIPA*, taking into consideration the factors relating to exemptions and public interest.

### Time Limits

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In respect of all applications, Council will notify applicants of the decision on an application within 20 working days. Council may request the applicant to agree to extend the time by up to 15 working days where consultation with a third party is required or if Council needs to retrieve records from archives.

If access is deferred by Council, then Council will notify the applicant and include the reason for deferral and the date on which the applicant will be given access. Council may defer the application if the information or document has by or under this Act or some other legislative instrument, required to be published but is yet to be published for public information.

A decision to defer access is reviewable (see Rights of Review and Appeal). If Council does not decide the applicant's access application within the above timeframes, it is deemed 'refused'. Council will refund the application fee and the applicant may seek an internal or external review (see Rights of Review and Appeal) of this refusal. This will not apply if an extension of time has been arranged or payment of an advance deposit is pending.

Council may refuse to deal with an application (in whole or in part) for the following reasons only:

- dealing with the application would require an unreasonable and substantial diversion of Council resources
- Council has already decided a previous application for the information concerned made by the applicant and there are no reasonable grounds that Council would make a different decision on the application
- the applicant has failed to pay an advance deposit that is payable in connection with the application
- the information is or has been the subject of a subpoena or other order of a court for the production of documents and is available to the applicant as a result of having been produced in compliance with the subpoena or other order

### Rights of Review and Appeal

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Where a member of the public is refused access under the *GIPA Act*, Council Officers will provide details of the reasons for refusal to the member of the public in writing. An applicant who has been refused access by Council to information requested under a formal request for access to information under the *GIPA Act* has three options of review available:

1. Applicants can apply to Council for an internal review. The review is conducted by someone more senior than the original decision maker and there is a \$40.00 fee. Applicants have 20 working days from receiving notice of a decision to ask for an internal review.
2. If an applicant is not satisfied with the internal review, or does not want one to be conducted by Council, they can ask for a review by the Information and Privacy Commission. Applicants have eight weeks from being notified of a decision to ask for this review.

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3. If an applicant is not satisfied with the decision of the Information and Privacy Commission or the internal reviewer or if they do not want to take these options they can apply to the NSW Civil and Administrative Tribunal (NCAT) for a determination.

It is noted that there are no rights of review in respect of open access applications, but the applicant may make a formal application at any time.

To make a request for an Internal Review under the *GIPA Act*, the 'Internal Review Application Request Form' is available on Council's website or at Council's Administrative Centre.

Please note all application forms may be downloaded from Council's website under Access to Council Information.

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**Access Arrangements, Procedures and Points of Contact**

The information listed as available in this document is not an exhaustive listing. Inquiries for information can be arranged through contacting Council's Customer Service Centre during office hours. Inquiries can be directed to Council's Governance Officer. For Access to Information on Council's website click here: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au).

Governance Officer  
Burwood Council  
PO Box 240  
**BURWOOD NSW 1805**

Burwood Council is located at 2 Conder Street, Burwood and is open between 8:30am and 4.45pm Monday to Friday.

Phone: (02) 9911 9911  
E-mail: [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)  
Website: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

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**Information and Privacy Commission**

If you require further information regarding the *Government Information (Public Access) Act 2009*, you may contact the Information and Privacy Commission (IPC) as follows:

Internet: [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)  
Email: [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)  
Freecall: 1800 472 679  
Mail: GPO Box 7011, Sydney NSW 2001  
Office: Level 17, 201 Elizabeth Street Sydney NSW 2000

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**Related Information/Glossary**

- *Proactive Release Program*
- *Government Information (Public Access) Act 2009*
- *Government Information (Public Access) Regulations 2018*
- *Government Information (Information Commissioner) Act 2009*
- *Privacy and Personal Information Protection Act 1998*
- *Health Records and Information Privacy Act 2002*
- *Environmental Planning & Assessment Act 1979*
- *Local Government Act 1993*

## ITEM NUMBER 99/21 - ATTACHMENT 1

### Draft 2021 Review - Agency Information Guide - Government Information (Public Access) Act 2009

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#### [Agency Information Guide – Government Information \(Public Access\) Act 2009](#)

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- *State Records Act 1998*
- *Copyright Act 1968*
- *Graffiti Control Act 2008*
- *Corporations Act 2001*

#### **Review**

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The Agency Information Guide will be reviewed every 12 months as per legislative requirements.

#### **Contact**

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Governance Officer  
9911 9911

**(ITEM 100/21) CODE OF CONDUCT COMPLAINTS STATISTICS 2020-21**

File No: 21/48441

REPORT BY DIRECTOR CORPORATE SERVICES

**Summary**

To report to Council a summary of Code of Conduct Complaint statistics in accordance with the requirements set out in clause 11.1 of the Procedures for the Administration of the Code of Conduct.

**Operational Plan Objective**

2.1.3 Ensure transparency and accountability in decision making

**Background**

Part 11 of the *Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW* (the Procedures) require that Council's Complaints Coordinator must report annually to the Council and to the Office of Local Government on a range of complaint statistics within three months of the end of each September. These requirements are duly reflected in the locally adopted version of the Procedures approved by Council.

The Procedures mandate the format of this statistical report for all councils to ensure consistency. The prescribed annual reporting period is from 01 September to 31 August each year. The report has been provided to the Office of Local Government as required under the Procedures and is replicated below:

Code of Conduct Complaints Statistics			
Burwood Council			
<b>Number of Complaints</b>			
1	a	The total number of complaints <b>received</b> in the period about councillors and the General Manager (GM) under the code of conduct	0
	b	The total number of complaints <b>finalised</b> in the period about councillors and the GM under the code of conduct	0
<b>Overview of Complaints and Cost</b>			
2	a	The number of complaints <b>finalised at the outset</b> by alternative means by the GM or Mayor	0
	b	The number of complaints <b>referred to the Office of Local Government (OLG)</b> under a special complaints management arrangement	0
	c	The number of code of conduct complaints <b>referred to a conduct reviewer</b>	0
	d	The number of code of conduct complaints <b>finalised at preliminary assessment</b> by conduct reviewer	0
	e	The number of code of conduct complaints <b>referred back to GM or Mayor</b> for resolution after preliminary assessment by conduct reviewer	0
	f	The number of finalised code of conduct complaints <b>investigated by a conduct reviewer</b>	0
	g	The number of finalised complaints investigated where there was found to be <b>no breach</b>	0

	h	The number of finalised complaints investigated where there was found to be a <b>breach</b>	0
	i	The number of complaints referred by the GM or Mayor to <b>another agency</b> or body such as the ICAC, the NSW Ombudsman, OLG or the Police	0
	j	The number of complaints being investigated that are <b>not yet finalised</b>	0
	k	The <b>total cost</b> of dealing with code of conduct complaints within the period made about councillors and the GM including staff costs	0
<b>Preliminary Assessment Statistics</b>			
3		The number of complaints determined by the conduct reviewer at the preliminary assessment stage by each of the following actions:	
	a	To take no action (clause 6.13(a) of the 2018 and 2020 Procedures)	0
	b	To resolve the complaint by alternative and appropriate strategies (clause 6.13(b) of the 2018 and 2020 Procedures)	0
	c	To refer the matter back to the GM or the Mayor, for resolution by alternative and appropriate strategies (clause 6.13(c) of the 2018 and 2020 Procedures)	0
	d	To refer the matter to another agency or body such as the ICAC, the NSW Ombudsman, OLG or the Police (clause 6.13(d) of the 2018 and 2020 Procedures)	0
	e	To investigate the matter (clause 6.13(e) of the 2018 and 2020 Procedures)	0
<b>Investigation Statistics</b>			
4		The number of investigated complaints resulting in a determination that there was <b>no breach</b> , in which the following recommendations were made:	
	a	That the council revise its policies or procedures	0
	b	That a person or persons undertake training or other education (clause 7.37 of the 2018 Procedures or clause 7.40 of the 2020 Procedures)	0
5		The number of investigated complaints resulting in a determination that there <b>was a breach</b> in which the following recommendations were made:	
	a	That the council revise any of its policies or procedures (clause 7.36(a) of the 2018 Procedures or clause 7.39 of the 2020 Procedures)	0
	b	In the case of a breach by the GM, that action be taken under the GM's contract for the breach (clause 7.36(h) of the 2018 Procedures or clause 7.37(a) of the 2020 Procedures)	0
	c	In the case of a breach by a councillor, that the councillor be formally censured for the breach under section 440G of the Local Government Act 1993 (clause 7.36(i) of the 2018 Procedures or clause 7.37(b) of the 2020 Procedures)	0
	d	In the case of a breach by a councillor, that the councillor be formally censured for the breach under section 440G of the Local Government Act 1993 and that the matter be referred to OLG for further action (clause 7.36(j) of the 2018 Procedures or clause 7.37(c) of the 2020 Procedures)	0
6		Matter referred or resolved after commencement of an investigation (clause 7.20 of the 2018 or 2020 Procedures)	0
<b>Categories of misconduct</b>			
7		The number of investigated complaints resulting in a determination that there was a breach with respect to each of the following categories of conduct:	

	a	General conduct (Part 3)	0
	b	Non-pecuniary conflict of interest (Part 5)	0
	c	Personal benefit (Part 6)	0
	d	Relationship between council officials (Part 7)	0
	e	Access to information and resources (Part 8)	0
Outcome of determinations			
8	The number of investigated complaints resulting in a determination that there was a breach in which the council failed to adopt the conduct reviewers recommendation		0
9	The number of investigated complaints resulting in a determination that there was a breach in which the council's decision was overturned following a review by OLG		0

### **Confidentiality**

It should be noted that Clause 12.1 of the *Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW* requires that information about Code of Conduct complaints and their management and investigation, is to be treated as confidential and is not to be publicly disclosed or discussed except as may be otherwise specifically required or permitted under the Procedures.

### ***Recommendation***

That Council notes the Statistical Report on Code of Conduct Complaints relating to Councillors and the General Manager for the period 1 September 2020 to 31 August 2021.

### **Attachments**

There are no attachments for this report.

## **(ITEM 101/21) BUDGET REVIEW FOR QUARTER ENDING 30 SEPTEMBER 2021**

File No: 21/49884

REPORT BY DIRECTOR CORPORATE SERVICES

### **Summary**

The 2021-2022 Budget was adopted at the Council Meeting held on 29 June 2021 with a surplus of \$16,818. The adopted budget was prepared on the basis of the organisational structure which includes five Directorates and the Office of the General Manager, (City Assets, City Strategy, Community Life, Corporate Services and People & Performance).

This report provides Council with the financial results for the period ending 30 September 2021, in the 2021-2022 Financial Year. In accordance with Clause 203(1) of the *Local Government (General) Regulation 2005* (the Regulation) the Responsible Accounting Officer is required to prepare and submit to Council a budget review statement no later than two months after the end of each quarter (except the June Quarter).

The following Statement of Budget Income and Expenditure identifies a forecast funding deficit of \$3,008,982 as at 30 September 2021 compared to the adopted forecast surplus of \$16,818. The reasons for the net decrease of \$3,025,800 are outlined in the report and are mostly due to circumstances arising as a result of the COVID-19 pandemic lockdown from July 2021.

Council created an Internal Restricted Asset (Reserve) called "Business Continuity (operational reimbursement) Reserve of \$2.5million as part of the 2020-21 Financial Statements reconciliations to cover further pandemic losses. However, due to the drawn out period the economy has been in lockdown, an additional funding of the "Business Continuity Reserve" to the value of \$500,000 is recommended to ensure that service levels continue to be met. This will bring the Reserve balance to \$3,000,000. The reserve can be funded from Council's "Unrestricted Cash and Investments" which would continue to support the 2021-22 budget by providing funding for existing operational and planned capital expenditure, thus insulating Council from the negative economic impacts the budget is experiencing from the current pandemic situation. This will leave Council with a Deficit of \$25,800 which will be assessed during the next quarter. Additionally Council will need to continue to closely monitor and review budgets with particular focus on identifying opportunities for additional grants and internal savings moving forward.

### **Operational Plan Objective**

2.3.1 Identify and maintain additional revenue sources to ensure financial sustainability

### **Background**

Included in this report is the budget forecast of Income and Expenditure Statement which is based on external and internal reporting consolidations to improve the transparency and consistency of reported information. This statement forms part of a group of statements which must be reported to Council on a quarterly basis in accordance with Clause 202(3) of the Regulation. These statements are known as the Quarterly Budget Review Statements (QBRS).

Council's budget is prepared on a program basis and forecasts expected operating and capital income and expenditure for the year. To fund the budget, Council also utilises funds held in reserve that have accumulated in prior years such as Section 7.12 Local Infrastructure Contributions and Internally Restricted Reserves.

The Local Government Code of Accounting Practice and Financial Reporting require Council to prepare its General Purpose Annual Financial Reports in accordance with the Australian

Accounting Standards. The major implications are that Council must adopt a general purpose format for financial reporting.

This requires Council to:

- implement full accrual accounting, including capitalisation of infrastructure assets
- prepare consolidated financial statements incorporating all functions and entities under the control of Council
- adapt to a change in accounting focus from the fund result for the year (i.e. the movement in working funds) to the gain/(loss) from ordinary activities

Each of these requirements is applied at the time of preparing the Annual Financial Reports at 30 June each year. However, with respect to the budget process Council is still focusing on the funding result of reporting. The financial result for the year is determined and audited and the Financial Reports and Auditor's Report are included in Council's Annual Report.

BURWOOD COUNCIL					
Statement of Budget Income & Expenditure					
as at 30 September 2021					
<b>Income</b>					
Type	Budget	Recommended Amendments	Forecasted Year End	Reference	Actuals
Rates & Annual Charges	(33,687,499)	(100,601)	(33,788,100)	1	(33,611,632)
User Charges & Fees	(9,943,851)	2,212,500	(7,731,351)	2	(1,368,061)
Interest & Investment Revenue	(650,000)	-	(650,000)	3	(116,573)
Other Revenue	(4,878,529)	566,000	(4,312,529)	4	(859,776)
Rental Income	(2,347,282)	659,935	(1,687,347)	5	(371,184)
Operating Grants & Contributions	(2,599,019)	(548,479)	(3,147,498)	6	(360,357)
Capital Grants & Contributions	(5,780,000)	(3,731,451)	(9,511,451)	7	(2,920,171)
<b>Total Income</b>	<b>(59,886,180)</b>	<b>(942,096)</b>	<b>(60,828,276)</b>		<b>(39,607,754)</b>
<b>Expenditure</b>					
Type	Budget	Recommended Amendments	Forecasted Year End	Reference	Actuals
Employment Costs	22,922,355	(980,370)	21,941,985	8	4,438,130
Borrowing Costs	339,638	-	339,638	9	50,056
Materials & Services	23,824,526	3,304,512	27,129,038	10	4,077,149
Depreciation	9,562,886	-	9,562,886	11	2,390,722
Other Expenses	1,041,850	-	1,041,850	12	849,156
<b>Total Expenditure</b>	<b>57,691,255</b>	<b>2,324,142</b>	<b>60,015,397</b>		<b>11,805,213</b>
<b>Net Operating Result</b>	<b>(2,194,925)</b>	<b>1,382,046</b>	<b>(812,879)</b>		<b>(27,802,541)</b>
<b>Net Operating Result before Capital Items</b>	<b>3,585,075</b>	<b>5,113,497</b>	<b>8,698,572</b>		<b>(24,882,370)</b>
<b>Funding Statement</b>					
Net Operating Result	(2,194,925)	1,382,046	(812,879)		(27,802,541)
<i>Add Back Non Cash Items</i>					
Depreciation	(9,562,886)	-	(9,562,886)	13	(2,390,722)
<b>Adjusted Net Operating Result</b>	<b>(11,757,811)</b>	<b>1,382,046</b>	<b>(10,375,765)</b>		<b>(30,193,263)</b>
<b>Source of Capital Funds</b>					
Sale of Assets	(550,000)	-	(550,000)	14	(23,381)
Loan Funding	(1,000,000)	-	(1,000,000)	15	-
Transferred From S7.12 Reserves	(1,065,000)	(2,885,770)	(3,950,770)	16	-
Transferred From Reserves	(3,004,213)	(4,661,711)	(7,665,924)	17	-
<b>Funds Available</b>	<b>(17,377,024)</b>	<b>(6,165,435)</b>	<b>(23,542,459)</b>		<b>(30,216,644)</b>
<b>Funds Utilised:</b>					
Acquisition of Assets	10,804,555	9,466,235	20,270,790	18	2,174,313
Loan Principal Repayment	725,651	-	725,651	19	185,518
Transfer to S7.12 Reserves	5,030,000	-	5,030,000	20	-
Transfer to Reserves	800,000	(275,000)	525,000	21	-
<b>Budget Result</b>	<b>(16,818)</b>	<b>3,025,800</b>	<b>3,008,982</b>		<b>(27,856,812)</b>

The material variations greater than \$20,000 are detailed in the following section which are crossed referenced to the Income and Expenditure type on the face of the above report.

### **Total Income from continuing operations**

Income from continuing operations was originally forecast at \$59,886,180. This has now been revised up by \$942,096 to \$60,828,276. The major items resulting in this forecast income adjustment include:

**Reference 1 – Rates and Annual Charges** - An increase in Council's Rating Base of \$100,601 attributed to an increase in residential strata units coming on line and the re-categorisation of property within the Local Government Area.

**Reference 2 – User Charges and Fees** - An overall decrease of \$2,212,500 primarily due to the following:

Significant income reduction due to the COVID-19 and extending Burwood Cares for a six month period to 31 December 2021 across a number of different areas including:

- Car Parking stations and meter income – down due to lockdown provision
- Enfield Aquatic Centre's income – closure for a period of four months with a further limited usage of the facility.
- Council's Community Halls and Facilities – closure of facilities.
- Outdoor Eating fees – extension to 31 January 2021, (September Council Meeting).
- Reduced rental fees - extension to 31 December 2021, (September Council Meeting).
- Reduction in Construction fees and charges due to lockdown.

There were other budget movements within the classification of User Charges and Fees which were under \$20,000 resulting in little or no change to the actual overall budget.

**Reference 4 – Other Revenue** - An overall decrease of \$566,000 primarily due to the reduction in Parking Enforcement revenue.

**Reference 5 – Rental Income** – A decrease of \$659,935, due to providing

- Rent relief to Council's Tenants from 1 July to 31 December 2001.
- Reduction in Commercial Rent on Council properties unable to lease due to the lockdown.

**Reference 6 – Operating Grants and Contributions** – An increase in Operating Grants and Contributions of \$548,479, associated with the following;

- An amount of \$52,464 increase in Financial assistance grant for 2021-22.
- An amount of \$210,450 from Local Government New South Wales to plant 500 Magnificent Trees through the local area.
- An amount of \$250,000 from the Office of Local Government to assist those Council areas which were deemed lockdown during July to September 2021.
- A contribution by a developer of \$29,980 to replace and reinstall a Bus Shelter whilst his development was occurring.

**Reference 7 – Capital Grants and Contributions** – An increase of \$3,731,451 to the budget due to the following:

- A grant from Parramatta Road Urban Amenities Improvement Programme (PRUIAP) of \$902,000 toward the installation of Public Art within the area of Parramatta Road and surrounding area.

- Railway Parade road re-sheet works \$500,000, this grant (LRCl-2) received in prior years and will be spent during the year.
- Strathfield Town Centre streetscape works \$170,424, this grant (LRCl-2) received in prior years and will be spent during the year.
- Henley Park Playing Fields turfing and drainage works \$230,340, this is the balance of a grant (LRCl-2) received in prior years and will be spent during the year.
- RMS Black Spot 2021-22 Grant allocation of \$378,850, for Roundabout works.
- Federal Stimulus Grant allocation of \$305,000, for Pedestrian Crossing works.
- Greater Cities Sports Facilities Grant of \$159,200, toward the building of the Blair Park Amenities Building.
- Henley Park Playing Fields turfing and drainage works \$416,806, this is the balance of a grant received in prior years and will be spent during the year.
- Henley Park Netball Courts work \$524,485, this is the balance of a grant received in prior years and will be spent during the year.
- Wangal Park Canopy Enhancement Program works \$135,646, this is the balance of a grant received in prior years and will be spent during the year.
- An amount of \$8,700 was received from a Developer toward Footpath works.

#### **Total Expenditure from continuing operations**

Expenditure from continuing operations was originally forecast at \$57,691,255. This has now been revised up by \$2,324,142 to \$60,015,397. The major items resulting in this forecast expenditure adjustment include:

**Reference 8 – Employment Costs** - An overall decrease in Employee costs of \$980,370 is attributed to, but not limited to:

- Savings from various Business Units Wages and Salaries components of \$607,000 for the funding of Contractors – Temporary Staff who are employed to fill vacant positions within the organisation. Areas which required the transfers during the quarter were Media, Library, Operations Centre, Property Administration, Parks Operations, Engineering and Council's Street Cleaning Service. A commensurate offset in Reference 10 – Materials and Contracts
- A savings of \$341,470 attributed to the closure of the Enfield Aquatic Centre (Casual staff) and Parking Enforcement (vacancies).

There were other budget movements within the classification of Employee Costs which resulted in little or no change to the actual overall budget.

**Reference 10 – Materials and Contracts** - An additional expenditure amount of \$3,304,512 was attributed to various movements within Business Units throughout the budget. Significant movements and additional funding requests were:

- Contracted Temporary Staff - \$607,000 to fill various vacant positions throughout the organisation. These funds were in part sourced from savings within Wages and Salaries respective budgets.
- An amount of \$100,000 for Domestic Waste Legals (Visy), offset from Reserves.

- Consultancy expenses of approximately \$962,527 to support the following functions:
  - Operations Centre – Strategic Advice
  - Future Park – Carryover Funding from 2020-21 from Reserves
  - Burwood Place Design - Carryover Funding from 2020-21 from Reserves
  - People & Culture – Organisational Review Funding from Reserves
  - Governance & Corporate – Filling vacant position
  - Development Control – Flood levels
- Increase of \$250,000 in Covid operating expenses toward businesses support, community engagement, mental health, food donations and live music. Offset through grant funding.
- A \$255,000 an additional expense for management fees in letting Council's Commercial properties. Partially funded through reduction in transfer to Property Reserve.
- An amount of \$210,450 from Local Government New South Wales to plant 500 trees through the local area.
- \$902,000 toward the installation of Public Art within the area of Parramatta Road and surrounding area.
- Savings of \$25,000 in Parking Fine Processing costs through less fines being issued.

Due to the COVID-19 outbreak an allocation of approximately \$33,000 has been made for:

- Cleaning equipment and materials toward the prevention of spreading COVID-19.
- Business continuity activities.

There were other budget movements within the classification of Materials and Contracts. These movements had no significant change to the actual overall budget or were transferred to Other Expenses.

**Reference 12 – Other Expenses** - There was a saving in expenditure for the September quarter in Other Expenses which amounted to \$20,015. This was attributed to various minor movements within Business Units throughout the budget.

### **Capital Expenditure**

**Reference 18 – Acquisition of Assets** - Council's original adopted 2021-2022 Capital Budget, per Delivery Plan, was \$10,804,555. This figure after the first quarter of the year increased to \$20,270,790.

### ***Capital Plant, Equipment and Other Assets:***

Actual Expenditure to 30 September 2021 represents 10.72% of the revised budget as shown in the table below. The purchase of light fleet equipment has been placed on hold and will be assessed in the new year.

### ***Property Acquisitions/Disposals:***

There have been no property acquisitions or disposals during the September quarter.

**Capital Works Program:**

During the September quarter review the Capital Program Working Party assessed and revised the 2021-2022 Capital Works Program based on recommendations from the respective Project Managers, the following adjustments have been made:

Projects carried over from 2020-21, \$8,183,235 funded through reserves and grants

- Information Technology projects \$345,500. Reference 17 – Transfer from Reserve.
- Corporate Projects \$200,000, includes Flockhart Park Gateway Signage and Refurbishment of Operations Centre staff areas. Reference 17 – Transfer from Reserve.
- Infrastructure Roads, Footpaths, Kerb & Gutter and Drainage works \$1,875,178. Reference 17 – Transfer from Reserve.
- Town Centre Burwood Road stage 3, Railway Parade and Strathfield Town Centre works \$1,207,398. Reference 16 – Transfers from 7.12 Contributions.
- Street Furniture projects of \$87,000. Reference 17 – Transfer from Reserve.
- Everton Road Park Upgrade \$118,663. Reference 17 – Transfer from Reserve.
- Grant Park Netball Courts \$574,485. Grant funding and S7.12 contributions. Reference 6 - Capital Grants and Contributions and Reference 17 – S7.12 Contributions.
- Henley Park Playing Fields 3 & 4 upgrades \$647,146. In addition an amount of \$230,000 was required and this amount was sourced from the 2021-22 Parks Capital works program. Reference 6 - Capital Grants and Contributions.
- Flockhart Park – Cricket Practice Nets \$70,000. Reference 17 – Transfer from Reserve.
- Jackson Park Playground \$193,950. Reference 17 – Transfer from Reserve.
- Enfield Aquatic Centre – Car Park \$895,626. Reference 17 – S7.12 Contributions.
- Enfield Aquatic Centre – Water Play Area \$134,000. Reference 17 – Transfer from Reserve.
- Enfield Aquatic Centre 25m LTS Pool and Passageway \$759,996. Reference 17 – Transfer from Reserve.
- Wangal Park – Canopy Enhancement Program \$271,293. Reference 17 – S7.12 Contributions.
- Elsie Street Commercial Fitout \$500,000. Reference 17 – Transfer from Reserve.
- 49 Belmore Street – Commercial Rooms Fitout \$215,000. Reference 17 – Transfer from Reserve.
- Library Capital improvements \$88,000. Reference 17 – Transfer from Reserve.

In addition to the above Capital Works carried over, Council also received additional Grant Funding of \$1,053,500 for the following projects;

- Black Spot Grant Funding 2021-22 \$378,850 for construction of Roundabouts. Reference 7 – Capital Grants and Contributions.

- Federal Stimulus Grant Funding 2021-22 \$305,000 for construction of Pedestrian Crossings. Reference 7 – Capital Grants and Contributions
- Grant of \$210,450 received for 500 Magnificent Trees streetscape. Reference 7 – Capital Grants and Contributions.
- Blair Park – Amenities Building \$159,200. Reference 6 - Capital Grants and Contributions.

Further Capital projects in the September quarter totalling \$229,500

- Wangal Park – Gas Mitigation \$100,000. Reference 17 – S7.12 Contributions.
- Infrastructure Works – Private Works/Restorations and increase of \$42,000 associated with the relocating electrical pillar Wynne Avenue and Belmore Streets. Reference 17 – S7.12 Contributions.
- Burwood Park – Investigation Openspace \$37,500 preliminary investigation works. Reference 7 – Capital Grants and Contributions.
- Enfield Aquatic Centre – Dry Chlorine Filter System \$60,000. Reference 17 – Transfer from Reserve
- Transfer of \$10,000 from Library Resources Capital to Operational Library Resources.

### Statement of Capital Income & Expenditure

#### Budget Review as at 30 September 2021

#### Adopted Variations

<b>Capital Expenditure</b>	<b><u>Budget</u></b>	<b><u>September</u></b>	<b><u>Amended Budget</u></b>	<b><u>Reference</u></b>	<b><u>Actuals</u></b>
Renewal Assets (Replacement):					
Fleet Capital Acquisitions Sales	1,250,000	-	1,250,000	18	-
Grant Funded Capital Works	169,167	-	169,167	18	-
Roads	1,525,000	549,400	2,074,400	18	88,969
Traffic Facilities	220,000	683,850	903,850	18	8,028
Footpaths	500,000	220,000	720,000	18	54,597
Kerb & Gutter	485,000	269,000	754,000	18	42,048
Drainage	1,966,388	836,778	2,803,166	18	5,854
Park Improvements	320,000	1,819,087	2,139,087	18	281,905
Playground Equip	200,000	193,950	393,950	18	-
Street Furniture	620,000	297,450	917,450	18	60,684
Public Domain Chargable Works	750,000	42,000	792,000	18	-
Library Collection	130,000	(10,000)	120,000	18	10,163
Lib Resources	34,000	-	34,000	18	565
IT Projects	325,000	345,500	670,500	18	124,766
Corporate Projects	295,000	200,000	495,000	18	180,856
Town Centre Beautification	1,800,000	1,207,398	3,007,398	18	426,029
Council Buildings	100,000	962,200	1,062,200	18	152,605
Enfield Pool	-	1,849,622	1,849,622	18	723,560
Domestic Waste Collection	115,000	-	115,000	18	13,686

<b>Total Capital Expenditure</b>	<b>10,804,555</b>	<b>9,466,235</b>	<b>20,270,790</b>	<b>2,174,313</b>
<b>Capital Funding</b>				
Rates & other Charges	709,658	1,812,697	2,522,355	
Capital Grants & Contributions	(5,780,000)	(3,731,451)	(9,511,451)	
Loan Funding	(1,000,000)	-	(1,000,000)	
Domestic Waste Charge	(115,000)		(115,000)	
Sale of Assets	(550,000)	-	(550,000)	
<b>Reserves:</b>				
Section 7.12 Funding	(1,065,000)	(2,885,770)	(3,950,770)	
Reserve Funding	(3,004,213)	(4,661,711)	(7,665,924)	
<b>Total Capital Funding</b>	<b>(10,804,555)</b>	<b>(9,466,235)</b>	<b>(20,270,790)</b>	

***Transfers to and From Reserves:***

**Reference 16 – Transferred from Section 7.12** – An increase of \$2,885,770 relating to the following projects:

- Domain Works – \$42,000
- Town Centre works (Railway Pde, Strathfield and Burwood Road) – 1,028,274
- Wangal Park – (Gas Mitigation and Canopy Enhancement Program) - \$235,647
- Blair Park Netball Courts - \$50,000
- Enfield Aquatic Centre 25m LTS Pool and Passageway - \$759,996
- Enfield Aquatic Centre Car Park - \$325,626
- Burwood Place Assessment and Future Park Design - \$444,227

**Reference 17 – Transferred from Reserves** – An increase of \$4,661,711 relating to the following projects:

- Enfield Aquatic Centre (Water Paly Area) - \$134,000
- Enfield Aquatic Centre (Car Park) - \$570,000
- 49 Belmore Street (Commercial Fitout) - \$215,000
- Elsie Street (Commercial Fitout) - \$500,000
- Jackson Park (Playground) - \$193,950
- Flockhart Park (Cricket Practice Nets) - \$70,000
- Everton Road (Park Upgrade) - \$118,663
- Infrastructure (Roads, Footpaths, Kerb & Gutter and Drainage works) - \$1,375,178
- Street Furniture - \$87,000

- Information Technology (Equipment) – \$345,500
- Corporate Projects – \$200,000
- Domestic Waste (Legals Visy) - \$100,000
- Future Park Design – \$250,000
- Public Art projects – \$31,920
- Records Digitisation project - \$20,000
- People & Culture (Organisational Realignment) - \$110,000
- Elsie and 49 Belmore Streets (Management Leasing Fees) - \$155,000
- Library & Community Hub - \$88,000
- Burwood Park (Investigation Openspace) - \$37,500
- Enfield Aquatic Centre (Dry Chlorine Filter System) – \$60,000

**Reference 21 – Transferred to Reserves** – A decrease of \$275,000 relating to Elsie and 49 Belmore Streets Commercial properties due to continued vacancy through the Covid lockdown.

<b>Budget Review for quarter ended 30 September 2021</b>					
<b>Cash &amp; Investments</b>					
	<b>Opening Balance as at 1 July 2021 000s</b>	<b>Original Budget 2021-22 000s</b>	<b>Budget Review September 2021-22 000s</b>	<b>Projected Year End Result 000s</b>	<b>Actual YTD figures 000s</b>
Total Cash, Cash Equivalents and Investment Securities	<b>47,902</b>	<b>49,663</b>	<b>41,838</b>	<b>41,838</b>	<b>52,803</b>
<b>Restrictions</b>					
<b>External Restrictions</b>					
Developers Contributions	11,179	3,965	-2,886	12,258	12,258
Specific Purpose Unexpended Loans	18			18	18
Stormwater Management	1,000			1,000	1,000
Domestic Waste Management	27			27	27
	1,853	-614	-100	1,139	1,139
Total External Restrictions	14,077	3,351	-2,986	14,442	14,442
<b>Internal Restrictions</b>					
Plant & Vehicle Replacement	2,060	-450		1,610	1,610
Employees Leave Entitlements	1,516			1,516	1,516
Carry Over Works	2,496		-2,044	452	452
Deposits, Retentions & Bonds	4,920			4,920	4,920
Financial Assistance Grant	607			607	607
Information Technology	760		-345	415	415
WHS	429			429	429
Parking Meters Replacement	366	100		466	466
Property Sales	500			500	500
Future Property Investment	3,770	175	-175	3,770	3,770
LATMs	294			294	294
Woodstock Community Building	287			287	287
Election	375	-325		50	50
Property Maintenance	1,711	-270	-1,308	133	133
Park Upgrades	934		-37	897	897
Car Park Upgrades	574		-574	-	-
Maintenance/Upgrade	416	50	-194	272	272
Local Environmental Plan	1,000	-920		80	80
Insurances	725	50		775	775
CCTV	193			193	193
Organisational Alignment	973		-110	863	863
Technology Enhancements	971			971	971
Infrastructure - SRV	33			33	33
Operations Centre	400			400	400
Business Continuity (operational)	2,500			2,500	2,500
Contract Liabilities	2,415			2,415	2,415
Town Centre festive decorations	150			150	150
Other	446		-52	394	394
Total Internal Restrictions	31,821	-1,590	-4,839	25,392	25,392
Total Restrictions	45,898	1,761	-7,825	39,834	39,834
Unrestricted Cash	2,004	2,004	2,004	2,004	12,969

Council's Current Unrestricted Cash is distorted as Council has received a high volume of rate revenue as at 30 September 2021. The Unrestricted Cash figure will fluctuate during the year as it will be used to fund planned expenditure or deficit due to COVID-19.

#### *Investments:*

Council's investments have been made in accordance with its Investment Policy and the Investment Guidelines issued by the Minister for Local Government at the time of their placement. As at 30 September 2021, Council's investment portfolio stood at \$52,802,768. Council's Investments are tabled on a monthly basis as a separate report.

#### *Cash:*

Council's Finance Officers undertake a monthly bank reconciliation, which reconciles funds held in Council's General Fund Bank Account with those within its ledger. The most recent reconciliation was undertaken on 5 October 2021 for the month ending 30 September 2021. The reconciliation was approved by the Financial Operations Accountant and the balance in Council's General Fund Bank Account totalled \$1,972.90.

### Key Performance Indicators Statement

In assessing an organisation's financial position, there are a number of performance indicators that can assist to easily identify whether or not an organisation is financially sound. These indicators and their associated benchmarks, as stipulated by the Local Government Association of NSW and Shires Association of NSW are set out below. It must be noted that certain indicators have been affected by the circumstances surrounding the COVID-19. Council will be endeavouring to soften the impact as much as possible over the next few months.

	Performance Indicator	2021-22 Original Budget	2021-22 Budget Sept Review	Local Government or NSW Treasury Corp Bench Mark	September quarter Comments
1	Operating Performance Ratio	-6.63%	-16.95%	Greater or equal to break-even	Tracking to revised result, reduction in external contractors recommended to reduce expenditure
2	Consolidated Budget Result	\$16,818 Surplus	\$3,008,982 Deficit	N/A	September Deficit shows the effects of Covid lockdown. Council approval of further transfer from Restricted Cash Balance and transfer from Business Continuity Reserve required. Closer monitoring will continue for remainder of year.
3	Unrestricted Current Ratio	3.18:1	7.2:1	Greater or equal to 1.5:1	Currently trending above the benchmark. Once Capital Works program is completed Council's Unrestricted Current Ratio will reduce.
4	Debt Service Result	1.97%	2.08%	Greater than Zero	Tracking as per Budget.
5	Rates and Annual Charges Outstanding %	104.16%	61.92%	Less than or equal to 5%	For the year to 30 September 2021 Council has received \$13,298,983.41 in payment of Rates, Annual Charges and Interest levied which equates to 38.08% paid.
6	Building and Infrastructure Renewals Ratio	86%	188%	>100% or 1:1	Ratio has increased in September quarter due to carryover Capital Works projects from previous year.

1. **Operating Performance Ratio** - The Operating Performance Ratio measures the ability of Council to contain operating expenditure within operating revenue excluding capital amounts. An indicator of "equal to or greater than zero percent".
2. **Consolidated (Budget) Result** - The Consolidated (Budget) Result is the increase or call on Council funds which shows the source and application of both Operating and Capital Income and Expenditure along with transfers to and from Reserves applicable to those activities. A Surplus is a positive financial indicator.
3. **Unrestricted Current Ratio** - The Unrestricted Current Ratio is an industry based liquidity ratio which measures the serviceability of debt. Over time the preferred level of adherence has shifted from 2:1 (or \$2 in cash for every \$1 of debt) to 1.5:1. Some local government practitioners (including independent auditors) consider 1:1 is satisfactory. Council currently projects to have a ratio of 7.2:1 at years end. A ratio greater than 1.5 is a positive financial indicator.
4. **Debt Service Result** - This ratio measures annual debt service costs (Principal and Interest) against operating result before capital excluding interest and depreciation. NSW Treasury Corporation benchmark suggests an indicator at 2% minimum. A ratio of 2.1 or more is a positive financial indicator.
5. **Rates and Annual Charges Outstanding Percentage** - This indicator measures the collectability of Council's rates and annual charges revenue and highlights the strengths of collection policies and strategies. A ratio of 5% or less is a positive financial indicator. Currently Council has collected 38.08% of the Rates and Annual Charges raised, based on these figures a collection rate for the year will be below the OLG recommended 5% level.
6. **Building and Infrastructure Renewal Ratio** - This ratio indicates the rate of renewal/replacement of existing assets as against the depreciation of the same category of Assets. A ratio greater than one is a positive financial indicator.

## Budget Review Contracts and Other Expenses

### Part A – Contracts Listing

There were three contracts entered into by Council during the quarter ending 30 September 2021 which is required to be reported.

Contractors	Contract Details and purpose	Contract Value GST excl	Commencement Date	Duration of contract	Budgeted (Y/N)
The Gardenmakers Pty Ltd	Installation and maintenance of 500 Magnificent Trees	\$144,109	9 September 2001	30 June 2022	Y
Romba Pty Ltd	Flockhart Park Practice Cricket Nets	\$119,822	1 July 2021	30 October 2021	Y
Monument Environments Pty Ltd	Blair Park Amenities Building	\$118,668	1 September 2021	30 October 2021	Y

**Part B – Legal Expenses**

Type	Individual Matter	Expenditure Year to Date	Cost Recovery / Fines YTD
Advice	Termination – Henley Park Café	2.73	
Advice	Council vs O & E Developments - scaffolding overhanging the roadway at 319 Liverpool Road Enfield	350.00	
Advice	Council vs Home Property Co Pty Ltd - Mitchell St Enfield - trailer placed on the roadway contrary to DCP provisions	1,152.00	
Advice	27 Lyons Street Strathfield Unify Construction Pty Ltd 2 infringements-DA not accord consent	1,280.00	
Advice	Council vs Arthur Barber – parking fine number	1,561.00	
Advice	L&E Appeal - 35 Young Street Class 1 appeal - DA2020.116	2,232.00	
Voluntary Planning Agreement	21-23 Belmore Street, Burwood	2,952.10	2,952.10
Advice	Council vs Michel Hanna Enterprises P/L- infringement due to no valid permits for concrete work 35A-35B Angelo St Burwood	3,150.00	3,800.00
Advice	Burwood Sesquicentenary Committee - Legal Advice - Digital Publication "Harvest Of The Years"	3,602.00	
Advice	works not carried out in accordance with DA- 45 Wentworth Rd appeals- "deemed refusal" Bld'g Certif & Developmt Cntrl Order	4,165.00	
Advice	Council vs Habib - Unauthorised Works and Non-Compliance with issued Order 20 Seymour Street	4,247.00	
Advice	Proposed Demolition of Existing Build 28-34 Victoria Street	5,905.50	
Advice	O and E Developments 319-321 Liverpool Rd Strathfield BD.2018.048 - Class 1 Application	10,223.17	
Advice	18 Cooper Street DA 122/2020 Appeal	12,311.60	
Advice	2-4 Cooper Street DA 1/2021 Appeal	17,285.00	
Supreme Court	13 Appian Way	19,037.21	
Advice	Visy Recycling Contract Negotiations	29,952.56	
Advice	20A Angelo St Burwood - Liana Sugrono unlawful works		75.00
Advice	6 Woodside Ave Burwood - dog attack		85.00
Advice	Ilias Panas - 9 Badminton Road Croydon Dog Attack		450.00
	Rates Recovery Action		
	Total	119,409.00	7,362.10
	Annual Budget	1,130,000.00	

**Conclusion**

The current forecast budget result and the variations identified as part of the 30 September 2021 Quarter review have been undertaken by the Executive Team and the Chief Finance Officer.

Due to the current COVID-19 pandemic lockdown Council's quarterly budget review has again been impacted as detailed above and will require further close monitoring in the next quarter and beyond with particular focus on identifying opportunities for additional grants and internal savings.

To insulate Council on the economic impact on the budget due to the current pandemic lockdown it is recommended that Council transfer from the Internal Restricted Asset (Reserve) called "Business Continuity (operational reimbursement) Reserve of \$2.5million and to top up this Reserve by another \$500,000 to further support the current budget, providing funding for existing operational expenditure. The additional Reserve funding would be sourced from Council's

“Unrestricted Cash and Investments”. This funding would then leave a Deficit of \$25,800 which would be assessed during the next quarter.

### **Regulatory Compliance**

In compliance with the requirements of Clause 203(2) of the Regulation, the Responsible Accounting Officer must prepare and submit to Council a budget review statement and form an opinion as to whether the statements indicate that the financial position of the Council is satisfactory. The Chief Finance Officer has been appointed as the Responsible Accounting Officer by the General Manager.

The following is the Responsible Accounting Officer (Chief Finance Officer) opinion:

*“It is my opinion that the Quarterly Budget Review Statement for Burwood Council for the quarter ended 30 September 2021 indicated in the above report, takes into account and reflects the changing economic and other conditions that are currently impacting on Council due to the current COVID-19 lockdown. Council is in an unpredictable position at present and it will be essential for Council management to continually monitor their budgets and wherever possible endeavour to minimise excessive and nonessential expenditure, with particular attention being placed on maintaining revenue streams where possible and delivering Council’s Capital Works programme.”*

### **Recommendation(s)**

1. That the Budget Review Statement of the 2021-2022 Budget as at 30 September 2021, including the statement by the Responsible Accounting Officer, Chief Finance Officer, be received and noted.
2. That in accordance with Clauses 203 and 211 of the *Local Government (General) Regulation 2005*, the revised estimates of income and expenditure for 2021-2022 deficit of \$3,008,982, as shown in the report be approved and that Council’s adopted budget be adjusted accordingly and that the expenditure and income variations projected in the report and the transfers to and from External and Internal Restricted Reserves be, and are hereby voted.
3. That Council authorise the Chief Finance Officer, through the General Manager to transfer from an Internal Restricted Asset (Reserve) called “Business Continuity (operational reimbursement) Reserve of \$2.5million and to top up this Reserve by another \$500,000 from Council’s “Unrestricted Cash and Investments” to support the current 2021-22 budget, providing funding for existing operational expenditure thus insulating Council from the negative economic impacts the budget is experiencing resulting from continued revenue shortfalls and liquidity problems in the short to medium term leaving Council with a Deficit of \$25,800, to be assessed through the next quarter.

### **Attachments**

There are no attachments for this report.

**(ITEM 102/21) INVESTMENT REPORT AS AT 31 OCTOBER 2021**

File No: 21/50271

REPORT BY DIRECTOR CORPORATE SERVICES

**Summary**

In accordance with Clause 212 of the *Local Government (General) Regulation 2005*, this report details all money that Council has invested under Section 625 of the *Local Government Act 1993*.

**Operational Plan Objective**

2.3.1 Identify and maintain additional revenue sources to ensure financial sustainability

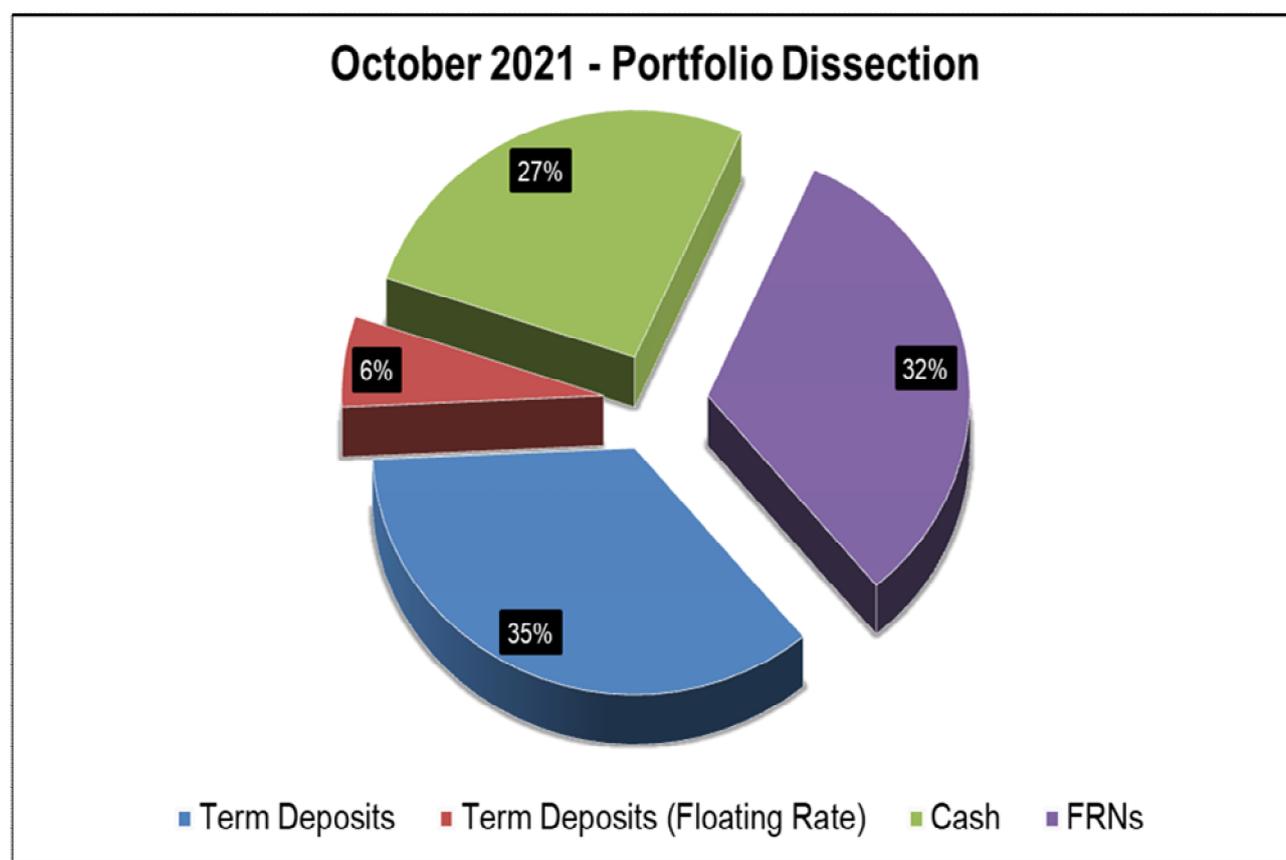
**Background**

As provided for in Clause 212 of the *Local Government (General) Regulation 2005*, a report listing Council's investments must be presented to Council.

Council's investments are made up of a number of direct investments some of which are managed or advised by external agencies.

**Investment Portfolio**

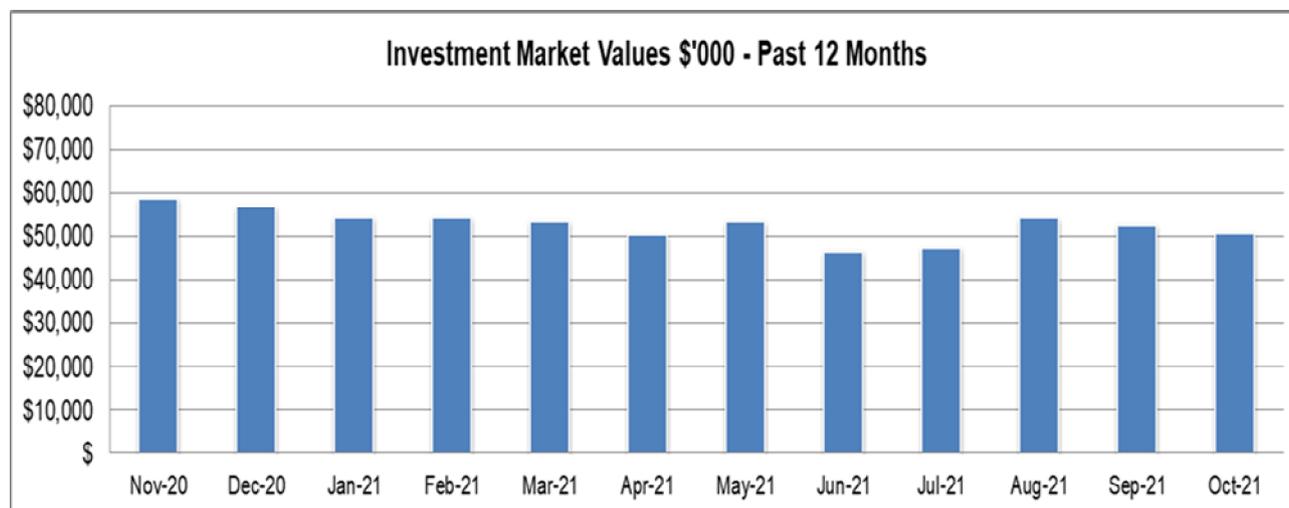
Council has a diversified investment portfolio and has a number of direct investments in term deposits. Its investment portfolio as at 31 October 2021 is:



As at 31 October 2021 Council held the following term deposits:

Purchase Date	Financial Institution	Principal Amount	Interest Rate	Investment Days	Maturity Date
14 Jul 20	Westpac	4,000,000	0.89%	730	14 Jul 22
14 Jul 20	National Australia Bank	4,000,000	0.90%	730	14 Jul 22
31 Aug 20	Westpac	4,000,000	0.83%	543	25 Feb 22
31 Aug 21	National Australia Bank	3,000,000	0.80%	1,095	30 Aug 24
31 Aug 21	Westpac	3,000,000	0.75%	1,095	30 Aug 24
<b>Total</b>		<b>18,000,000</b>			

The following graph highlights Council's investment balances for the past 12 months:



Council's investment portfolio is recognised at market value and some of its investments are based on the midpoint valuations of the underlying assets and are subject to market conditions that occur over the month.

Council's investment balances as at reporting date and for the previous two months are detailed in Attachment 1. Definitions on the types of investments are detailed in Attachment 2.

### **Investment Performance and Market Commentary**

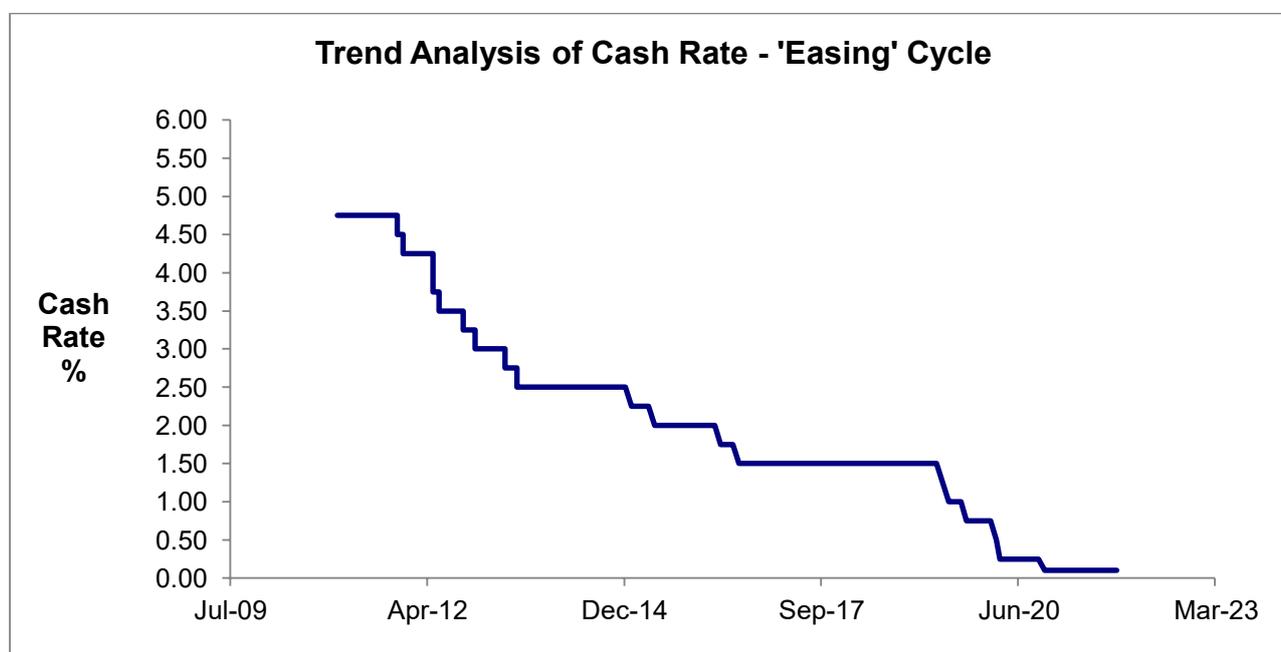
At the Reserve Bank of Australia (RBA) meeting on the 2 November 2021, the Board decided to maintain the official cash rate at 0.10 per cent. According to the RBA Governor "...The Board took this decision stating that the Australian economy is recovering after the interruption caused by the Delta outbreak. As vaccination rates increase even further and restrictions are eased, the economy is expected to bounce back relatively quickly. The central forecast is for GDP growth of 3 per cent over 2021 and 5½ per cent and 2½ per cent over the following two years. One important source of uncertainty continues to be the possibility of a further setback on the health front.

The Delta outbreak caused hours worked in Australia to fall sharply, but a bounce-back is now underway. The Bank's business liaison and the data on job ads suggest that many firms are now hiring, which will boost employment over coming months. The central forecast is for the unemployment rate to trend lower over the next couple of years, reaching 4¼ per cent at the end of 2022 and 4 per cent at the end of 2023.

Housing prices are continuing to rise in most markets and housing credit growth has picked up due to stronger demand for credit by both owner-occupiers and investors. The Bank welcomes APRA's recent decision to increase the interest rate serviceability buffer on home loans. It is important that lending standards are maintained at a time of historically low interest rates. Financial conditions in Australia remain highly accommodative, with most lending rates at record lows.

The Board remains committed to maintaining highly supportive monetary conditions to achieve a return to full employment in Australia and inflation consistent with the target. It will not increase the cash rate until actual inflation is sustainably within the 2 to 3 per cent target range. This will require the labour market to be tight enough to generate wages growth that is materially higher than it is currently. This is likely to take some time. The Board is prepared to be patient, with the central forecast being for underlying inflation to be no higher than 2½ per cent at the end of 2023 and for only a gradual increase in wages growth." Statement by Philip Lowe, Governor: Monetary Policy Decision – 2 November 2021".

The following graph provides information on the current RBA monetary policy:



### ***Recommendation(s)***

1. That the investment report for 31 October 2021 be received and endorsed.
2. That the Certificate of the Responsible Accounting Officer be received and noted.

### **Attachments**

- 1 Investment Register - October 2021
- 2 Types of Investment

Investment Register - October 2021

BURWOOD COUNCIL  
INVESTMENT PORTFOLIO  
as at 31 October 2021

Credit Ratings	Extremely strong capacity to meet financial commitments Highest Rating
AAA	Extremely strong capacity to meet financial commitments Highest Rating
AA	Very strong capacity to meet financial commitments.
A	Strong capacity to meet financial commitments but somewhat susceptible to adverse economic conditions and changes in circumstances.
BBB	Adequate capacity to meet financial commitments, but more subject to adverse economic conditions.
CCC	Currently vulnerable and dependent on favourable business, financial and economic conditions to meet financial commitments
D	Payment default on financial commitments
+	Means that a rating may be raised
-	Means that a rating may be lowered

Certificate of Responsible Accounting Officer

I hereby certify that the investments listed have been made in accordance with Section 625 of the Local Government Act 1993, Clause 212 of the Local Government (General) Regulation 2005 and Council's Investment Policies at the time of their placement.

*Wayne Armitage*  
Wayne Armitage  
Chief Finance Officer

Investment Issuer/Adviser	ADI or H-ADI	Investment Name	Type	Rating S&P	Invested Amount	Market Value as at 31/08/2021	Market Value as at 30/09/2021	Market Value as at Reporting Date	% of Total Invested
Cash									26.49
Council	ADI	Operating Account	Cash	AA-	346,169	181,518	346,169	0.68	0.00
Council	ADI	Cash Deposit Account	At Call	AA-	0	10,024	-	0	0.00
Council	ADI	Online Saver	At Call	AA-	5,137,703	888,826	7,137,039	5,137,703	10.08
Council	ADI	Accelerator Account	At Call	AA-	8,008,771	8,003,420	8,008,771	8,008,771	15.72
Council	ADI	AMP Business Saver	At Call	BBB-	1,271	1,295	1,271	1,271	0.00
Council	ADI	AMP Notice Account	Notice 30 days	BBB-	3,443	3,442	3,443	3,443	0.01
<b>Term Deposits</b>									33.38
Council	ADI	Commonwealth Bank	Term Deposit	AA-	-	2,001,351	-	-	0.00
Council	ADI	Westpac	Term Deposit	AA-	4,000,000	4,004,882	4,002,820	4,005,639	7.86
Council	ADI	National Australia Bank	Term Deposit	AA-	4,000,000	4,004,734	4,007,093	4,010,751	7.87
Council	ADI	Westpac	Term Deposit	AA-	4,000,000	4,000,091	4,007,668	4,001,658	7.85
Council	ADI	Westpac	Term Deposit	AA-	3,000,000	3,000,000	3,001,849	3,003,780	5.90
Council	ADI	National Australia Bank	Term Deposit	AA-	3,000,000	3,000,000	3,001,973	3,004,011	5.90
<b>Term Deposits - Fixed &amp; Floating Rates</b>									5.92
Council	ADI	Westpac	Coupon Select Deposit 2 Yr. Fixed plus 3 Yr. (90day BBSW + 1.05 bps)	AA-	3,000,000	3,000,480	3,007,838	3,015,431	5.92
<b>Floating Rate Notes</b>									32.21
Council	ADI	Suncorp-Metway Limited	Floating Rate Notes (90 day BBSW mid +94 bps)	A+	1,500,000	1,513,305	1,513,020	1,512,830	2.97
Council	ADI	Bendigo-Melbourne	Floating Rate Notes (90 day BBSW mid + 105 bps)	BBB+	1,500,000	1,520,070	1,519,500	1,514,745	2.97
Council	ADI	ANZ Group	Floating Rate Notes (90 day BBSW mid + 77 bps)	AA-	2,000,000	2,021,220	2,020,040	2,015,240	3.96
Council	ADI	Newcastle Permanent Building Society	Floating Rate Notes (90 day BBSW +140 bps)	BBB	1,250,000	1,268,938	1,260,713	1,270,400	2.49
Council	ADI	National Australia Bank	Floating Rate Notes (90 day BBSW +41 bps)	AA-	1,500,000	1,501,575	1,497,090	1,490,285	2.92
Council	ADI	MyState Bank Ltd	Floating Rate Notes (90 day BBSW +65 bps)	BBB	2,500,000	2,503,500	2,500,625	2,502,000	4.91
Council	ADI	Commonwealth Bank of Australia	Floating Rate Notes (90 day BBSW +83 bps)	AA-	2,000,000	2,032,860	2,031,160	2,029,460	3.98
Council	ADI	Commonwealth Bank of Australia	Floating Rate Notes (90 day BBSW +113 bps)	AA-	4,000,000	4,067,560	4,062,520	4,076,780	8.00
<b>Grand Total</b>					<b>50,747,357</b>	<b>54,363,647</b>	<b>52,802,768</b>	<b>50,950,407</b>	<b>100.00</b>

**Types of Investment**

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**Types of Investments**

Council's investment portfolio consists of the following types of investment:

1. **Cash and Deposits at Call** – Cash and Deposits at Call accounts are a flexible savings facility providing a competitive rate of interest for funds which are at call (available within 24hours). These accounts enable us to control Council's cashflows along with council's General Fund Bank account. Interest rates are updated in accordance with movements in market rates.

The following investments are classified as Cash and Deposits at Call:

- Commonwealth Bank of Australia – Online Saver AA-
- Commonwealth Bank of Australia – Operating Account AA-
- AMP Business Saver and Notice – At Call/Notice BBB-
- Macquarie Accelerator – At Call account AA-

2. **Floating Rate Notes (FRN)** - FRNs are a contractual obligation whereby the issuer has an obligation to pay the investor an interest coupon payment which is based on a margin above bank bill. The risk to the investor is the ability of the issuer to meet the obligation.

FRNs are either sub-debt or senior-debt which means that they are guaranteed by the bank that issues them with sub-debt notes rated a notch lower than the bank itself. The reason for this is that the hierarchy for payments of debt in event of default is:

1. Term Deposits
2. Global Fixed Income Deposits
3. Senior Debt
4. Subordinated Debt
5. Hybrids
6. Preference shares
7. Equity holders

In the case of default, the purchaser of subordinated debt is not paid until the senior debt holders are paid in full. Subordinated debt is therefore more risky than senior debt.

**(ITEM IN28/21) PETITIONS**

File No: 21/3799

REPORT BY DIRECTOR CORPORATE SERVICES

**Summary**

Petitions received are reported to Council on a monthly basis. Council has received one petition since the 25 May 2021 Council Meeting.

**Operational Plan Objective**

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

**Background**

<b>Date Received</b>	<b>Petition Subject</b>	<b>No. of Households and Businesses within the LGA</b>	<b>No. of Households outside the LGA</b>	<b>Responsible Council Division</b>
1/11/2021	Petition against Development DA.2021.102 at Shops 7&8, 258-264 Burwood Road, Burwood	40	0	City Strategy

**Comments**

That Council notes that the Petition has been referred to the appropriate Council Officers for attention.

**No Decision – Information Item Only****Attachments**

There are no attachments for this report.

## **(ITEM IN29/21) AUDIT RISK AND IMPROVEMENT COMMITTEE - ANNUAL REPORT 2021**

File No: 21/51764

REPORT BY DIRECTOR CORPORATE SERVICES

### **Summary**

To brief Council and the public on activities of the Audit Risk & Improvement Committee (ARIC) for the period November 2020 – October 2021.

### **Operational Plan Objective**

2.1.3 Ensure transparency and accountability in decision making

### **Background**

Council voted for membership of Council's Committees at its meeting of 24 October 2017. Councillors Lesley Furneaux-Cook and Rajkumar Dixit were appointed as delegates of the ARIC.

In October 2017, Council conducted a call for nomination of two external independent members to Council's ARIC for the period 1 November 2017 to 31 August 2020. The independent members appointed were Ms Sandra Mulder (Chairperson) and Mr Daniel Carbone. In September 2020, Council extended the tenure of the ARIC members to 31 August 2020.

In August 2021, Council conducted a further call for nomination of external independent members to Council's ARIC for the period 1 October 2021 to 30 September 2024. The independent members appointed were Mr Daniel Carbone (Chairperson) and Mr Jesse Jo.

The ARIC meets four times per year and this report relates to activities undertaken by the Audit Committee at its meetings of 20 October 2020, 23 February 2021, 20 April 2021 and 20 July 2021.

### **Annual report by Chairperson**

The annual report for 2021 has been provided by the former Chairperson and is attached to this report.

### **Minutes**

The Minutes of the Meetings of 20 October 2020, 23 February 2021, 20 April 2021 and 20 July 2021 are attached as approved.

### **No Decision – Information Item Only**

### **Attachments**

- 1 ARIC Annual Report 2021
- 2 ARIC Minutes - 20 October 2020
- 3 ARIC Minutes - 23 February 2021
- 4 ARIC Minutes - 20 April 2021
- 5 ARIC Minutes - 20 July 2021



**BURWOOD COUNCIL**

**Report by Former Chair of  
The Audit Risk and Improvement Committee  
Burwood Council**

**Operations of the Audit Committee  
for the period November 2020 to August 2021**

## Burwood Council –Audit Risk & Improvement Committee Report – to August 2021

### 1. Introduction

The purpose of this report is to provide Burwood Council with a summary of the operations of the Audit Risk and Improvement Committee (the **Committee**) in accordance with the Audit Risk and Improvement Committee Charter as last amended on 25 August 2020.

<b>Committee Meeting Schedule</b>	Four (4) times annually
<b>Committee objective</b>	The ARIC is to provide independent assurance and assistance to Burwood Council in the effective discharge of its responsibilities for risk management, internal controls, governance, internal audits, organisational performance and external accountabilities.

It is noted that due to the Covid19 pandemic Council elections due in September 2020 were deferred. Refer *Office of Local Government Circular 20-10 Postponement of the September 2020 Local Government Elections*. This meant that the committee formed in 2017 continued for an additional year.

This report only covers the period until the end of the tenure of the Independent Chair – 25 August 2021.

#### **Challenges of the period of this report:**

2020/21 has continued to present challenges related to the pandemic. A number of lockdowns forced cessation of face-to-face meetings for the Committee other than once during the reporting period.

For Council, the pandemic continued to impact on local and neighbouring communities, and Sydney wide and whole of state travel, freedom of movement, and an enormous impact on local businesses forced to close for long periods. The leadership Burwood Council provided the local community and as part of the community of Western suburbs was exemplary and necessary at a time when citizens looked to government to provide safety and support for the community.

Council continued with the 'Burwood Cares' program supporting local residents and businesses during COVID-19. Regular Burwood Covid email updates and other various communications with constituents kept them informed and provided news of critical services being available such as Covid testing sites, pop-up vaccination hubs and the like over the course of one of the most difficult times ever experienced this century.

## Burwood Council –Audit Risk & Improvement Committee Report – to August 2021

### 2. Committee Members:

The Committee was comprised of the required four members – all members have continued on in the same roles since 2017. This committee has now been dissolved and a new committee appointed.

Committee Member	Role
Ms. Sandra Mulder	Chair and Independent
Mr. Daniel Carbone	Independent
Councillor Lesley Fumeaux-Cook	Councillor
Councillor Raj Dixit	Councillor

### 3. Meetings of the Committee

The table below sets out the meetings of the Committee held during the current year to 25 August 2021 and attendance by Committee members. A further meeting was scheduled for October for the new committee.

Meeting Date	Sandra Mulder	Daniel Carbone	Clr Fumeaux-Cook	Clr Dixit
23 February 2021	√	√	√	√
20 April 2021	√	√	√	√
20 July 2021	√	√	√	√

Due to the Pandemic provisions, the Committee meetings for February and July 2021 were held virtually. There has been no material impact on the operation of the Committee due to this measure.

### 4. Invitees to the Committee:

Position	Name	Meeting
<b>Regular Attendance</b>		
General Manager	Tommaso Briscese	Ongoing
Group Manager, Finance and Resource Management and Chief Finance Officer	Wayne Armitage	Ongoing
Director Corporate Services	Fab Zincone	ongoing
NSW Audit Office – Audit Lead	Unaib Jeffrey	ongoing
Minutes Secretary (Executive Project Support Officer)	Jacqueline Tafokitau	2021
Director People and Performance	Patricia Hatzigiannis	ongoing
Risk Management Coordinator	Militsa Zelenovic	ongoing
<b>As Required Attendance</b>		
<b>Council Employees</b>		
Acting Group Manager Finance & Resource Management and Chief Finance Officer	Maria Lazzaro	Feb 2021

## Burwood Council –Audit Risk & Improvement Committee Report – to August 2021

Position	Name	Meeting
Group Manager, Corporate Planning and Communications	Lawrence Hennessy	Jul 2021
Internal Ombudsman	Elizabeth Wall	Feb 2021
Internal Ombudsman	Tanya Whitmarsh	Jul 2021
Information Systems Coordinator	Shisir Manandhar	Feb 2021
Governance Specialist	Michelle Butler	Jul 2021
<b>External Audit Providers</b>		
BDO Consultant	Mark Griffiths	Feb 2021
BDO - Senior Consultant	Ruben Burke	Feb 2021
InConsult	Mitchell Morely	April 2021
Office of Local Government	Lana Hall	Jul 2021

### 5. The Internal Audit Function

The Burwood Council Internal Audit function is governed by a Charter endorsed by this Committee and approved by Council. The Charter is based on best practice recommendations made by the Office of Local Government.

The Internal Audit function has continued to be managed via a tender process from a selection from a panel of independent Internal Audit providers. Through this process, for the reporting period, Council has engaged two separate independent firms to conduct audit reviews.

The Committee has been kept informed by Council management of the internal audit providers as engaged, and there has been an ability for the providers to contact and discuss any items with the Committee or Chair separately if required.

Internal audits and audit follow up reviews for the current year were:

Audit	ARIC review	Overall Risk Rating
IT Internal Penetration testing <i>Tested by:</i> <i>Threat Intelligence – Penetration Testing – Internal and Wireless Upguard (Cyber Security NSW) – External Security</i>	February 2021	Current year/Prior year test results: <b>SIGNIFICANT IMPROVEMENT</b> <ul style="list-style-type: none"> <li>• Extreme (0/7)</li> <li>• High (6/3)</li> <li>• Medium (2/2)</li> <li>• Low (3/5)</li> </ul> <i>(External penetration and Wireless penetration tests were both satisfactory)</i>
Engagement of Contractors and Consultants Review <i>Auditor: BDO Australia</i>	February 2021	Rated as <b>HIGH</b> overall: High – 3 Medium – 5 Low - 1
Time Capture to Pay Report <i>Auditor: InConsult</i>	April 2021	Issues identified with risk rating High – 3 Medium – 12 Recommended focus on priorities: Short Term – high (2), medium (4) Longer Term – high (1), medium (1)

## Burwood Council –Audit Risk & Improvement Committee Report – to August 2021

After each internal audit, a list of recommendations and management responses has been reviewed by the Committee. Members were able to probe any concerns directly with the auditor and seek clarifications from Senior Management on past, current and future policy, procedures and situations as the deemed appropriate.

Management has taken recommendations made seriously, and generally incorporated or adjusted to further strengthen controls, improve frameworks or train staff and update where necessary.

### 6. External Audit

The new committee will provide commentary on the external audit as this was scheduled for release after the current Chair's tenure was completed.

### 7. Achievements

Activities undertaken by the Committee during the reporting period:

Item
Present the <b>Committee's Annual Report to Council</b> (November 2020)
Review outstanding items on the <b>Internal Audit annual work program</b>
Review and endorse the <b>Internal Audit annual work program for 2021</b> and a <b>DRAFT Strategic Audit Plan for 2021-24</b> .
Review Council's updated <b>Risk Register</b>
Follow up on the implementation of <b>External audit recommendations</b> .
Receive internal audit reports on <b>Contractors and Consultants</b> and <b>Time Capture to Pay</b>
Received an update on the <b>impact of COVID on Council's Budget</b> , income streams and other operations
Review the items raised in the recently released ICAC publication: <b>Dealing with Corruption, Fraud and the ICAC: the role for public Sector Audit and Risk Committees</b>
Receive follow up review report on <b>IT System Penetration</b> review.
Review report on the prior year findings from the <b>Integrated Planning &amp; Reporting Audit</b> identifying options moving forward including an update on the list of recommendations with responsible department and timeframe of expected completion.
Received an update from Council on <b>Public Liability Insurance Indemnity</b> relating to deductibles and excesses affecting Council's activities.
Receive an update on the <b>ICAC findings on Canterbury Council – Operation Dasha</b> . This report included Council management reviews and recommendations in response to findings.
Received an update from the <b>Office of Local Government</b> on changes to the Local Government Act in relation to Risk and Audit Committees
Conducted a briefing and review of the Council <b>Fraud and Corruption Action Plan</b> and later updates post review.
Received regular <b>Risk Review Reports</b> including insurances, risk profiles and continuous improvement measures.
Reviewed the annual <b>External Audit plan for 2020/21</b> Financial Year
Reviewed Council's <b>Social Media Policy</b> and associated risks as well as the overarching <b>Media Policy</b> .

### 8. Minutes

The Minutes of the 2021 meetings held on 23 February, 20 April, and 20 July, are attached as approved.

**Burwood Council –Audit Risk & Improvement Committee Report – to August 2021**

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**9. Action Points for the next reporting period:**

The new Audit Committee will provide the expected actions for the next year.

**10. Conclusion**

In the extended fourth year of working together as a committee and with the challenges of COVID the Committee has continued to cast a steady eye over the risk framework, and conduct various deep dives into specific areas.

In yet another challenging year the Council is to be commended for its appropriate and inclusive response to the community with the Burwood Cares initiative and specific responses when testing and vaccination requirements arose.

The Committee has continued to receive open and transparent communications with Council's Senior Management team. The uplift and formalisation of a number of regular reports on risk and policy frameworks has improved visibility for the committee and allowed better scoping of risk areas to be investigated further.

With the changes to the Local Government Act concerning Audit and Risk Committees, it is expected that the structure and focus of the committee will evolve in line with statutory and sensible requirements.

The Committee is satisfied that the internal audit findings have resulted in improved policies, procedures and risk reduction for Council.

I would like to thank each Committee member for their valuable contributions and unique insights and recommendations during this last year of my tenure as chair. I am confident the Council will continue to provide the Burwood community and services and support it needs for the future.

It has been a pleasure to serve as Chair during the past 4 years.

**Sandra Mulder CPA**

Former Chair

Burwood Council Audit Committee

25 August 2021



**AUDIT, RISK & IMPROVEMENT  
COMMITTEE MEETING  
Tuesday 20 October 2020 – 4pm**

**MINUTES**

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**ATTENDEES; Via Zoom**

**Committee Members**

Sandra Mulder	(SM)	(Chair)
Daniel Carbone	(DC)	
Cr Raj Dixit	(RD)	

**Burwood Council**

Tommaso Briscese	(TB)	General Manager
Fab Zincone	(FZ)	Director Corporate Services
Wayne Armitage	(WA)	Group Manager Finance & Resource Management and Chief Finance Officer
Kayla Dinsdale	(KD)	Executive Project Support Officer, Corporate Services ( <i>Minutes</i> )
Elizabeth Wall	(EW)	Internal Ombudsman

**By Invitation**

*External*

Martin Bass	(MB)	Martin Bass Consulting
Unaib Jeoffrey	(UJ)	Audit Leader - Financial Audit

**Apologies**

Cr Lesley Furneaux-Cook	(LFC)	
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**1. Meeting Opening**

Meeting opened 4.03pm	SM
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**2. Declarations of Interest**

No declarations	ALL
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**3. Minutes of Previous Meeting – 18 August 2020**

SM moved to confirm the minutes of previous meeting DC Second	SM
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**4. Matters Arising From Minutes and Review of Actions**

SM

**5. Integrated Planning & Reporting Audit**

*MB entered meeting at 4.08pm*

- MB presented the IP&R review report

*TB entered meeting at 4.14pm*

- MB suggested that Council engage someone to create a new process and set of IP&R documents
- MB noted that Council is growing and expanding and the need will continue to increase and that the structure of plans are too overly complicated and suggested separating the Operational Plan and the Delivery Program
- Best practice Councils listed in the set of guidelines

**Action:** TB to circulate a report to ARIC to identify options moving forward and re submit the list of recommendations with the listing of responsible department and timeframe of expected completion.

*MB exited meeting at 4.52pm*

Our Ref.: 20/46935

**6. Financial Statements 2019/2020 & Audit Report**

UJ from the Audit Office presented their report on the 2019/2020 Financial Statements.

UJ noted that it went very well with no significant issues identified.

UJ noted that in regards to quality and timeliness that everything was submitted on time and of good quality, and any questions were responded to very quickly.

General purpose financial statements (GPFS) and Special Schedule 'Permissible income for general rates' were in scope for this year and overall there was a very good response.

UJ noted that an interim Management Letter was sent to Council in July 2020 which included observations from the planning and interim phase of the audit. As of 20 October there are no identified matters to report to management, a Management Letter will not be issued unless circumstances change before the Independent Auditor's Report is issued. UJ

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Action: WA to provide an update on the Budget and Covid impacts at the first meeting 2021

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DC asked why Council self-insures for various indemnity risks. WA noted that Council is part Civic Risk Mutual insurance pool.

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Action: MZ to provide a report to ARIC on Councils position if deductibles or excesses were reached on certain risks

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SM noted that this year the Audit report was fairly positive for Council.

**7. Review Of Draft Meeting Schedule – 2021**

KD presented draft meeting schedule for 2021

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Action: KD to recirculate with a new date in February instead of January ALL

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**8. Update on relevant ICAC reports**

EW provided an update on recent ICAC reports that were circulated:

- ICAC Investigation Report - Department of Family and Community Services

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Action: EW to circulate ICAC Publication – Dealing with Corruption, Fraud and the ICAC: the role for public Sector Audit and Risk Committees and add to the next ARIC Agenda EW

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**9. General Business**

The ARIC agreed that the next review to take place will be Contractors and Consultants. ALL

**10. Next Meeting**

TBC – February 2021

Meeting ended 5.35pm



**Audit, Risk & Improvement Committee Meeting**  
**Conference Room – 2 Conder Street, Burwood**  
**Tuesday 23 February 2021**  
**4.00pm**

## MEETING MINUTES

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### ATTENDEES

#### Committee Members

Sandra Mulder	(SM)	(Chair)
Daniel Carbone	(DC)	
Cr Lesley Furneaux-Cook	(LFC)	
Cr Raj Dixit	(RD)	

#### Burwood Council

Tommaso Briscese	(TB)	General Manager
Fab Zincone	(FZ)	Director Corporate Services
Maria Lazzaro	(ML)	Acting Group Manager Finance & Resource Management Chief Finance Officer
Elizabeth Wall	(EW)	Internal Ombudsman
Jacqueline Tafokitau	(JT)	Executive Project Support Officer ( <i>Minutes</i> )

#### By Invitation

##### Internal

Militsa Zelenovic	(MZ)	Risk Management Coordinator
Shisir Manandhar	(SMa)	Acting Group Manager – Information Technology

##### External

Ruben Burke	(RB)	Senior Consultant – BDO
Mark Griffiths	(MG)	Consultant – BDO
Unaib Jeoffrey	(UJ)	Audit Leader – Financial Audit
Paul Kalinin	(PK)	Threat Intelligence

### APOLOGIES

Wayne Armitage	(WA)	Group Manager Finance & Resource Management and Chief Finance Officer
Patricia Hatzigiannis	(PH)	Director People and Performance

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#### 1. Meeting Opening - SM

Meeting Opened at 4.04pm

#### 2. Declarations of Interest – ALL

No declarations

#### 3. Minutes of Previous Meeting – 20 October 2020 – SM

SM Moved to confirm the minutes of previous meeting DC Second

#### 4. Matters Arising from Minutes and Review of Actions – SM

**5. Engagement of Contractors and Consultants Review – Report - BDO – RB & MG***RB & MG entered the Room at 4.11pm*

- RB confirmed with all Committee members that they have reviewed the Draft Report
- RB stated that although Councils overall rating is high that if the recommendations are adapted that over time these risks will be mitigated
- RB recommended adopting a phased approach to the implementation of the recommendations
- SM stated that the areas of concern listed in the report should be looked at by the Group
- FZ that although no official written management input at this stage that verbally Management do agree with findings
- LFC questioned RB if there are systems Council could use to bring down our risks. In short RB confirmed there is and he will get a feel from other councils in relation to same and discuss with FZ however reiterated that Council needs to make the most of the systems we have to ensure cost effect solutions
- TB advised that there are no real surprises in the report. Given the complexity of some of the projects that Council is currently working on there has been a necessity to bring in contractors in order to meet time expectations as it then allows a much easier and faster process
- TB did state that our strategic procurement needs to be looked at in a forward planning manner in order to stop extending Consultants for extra-long periods
- RB stated that a final report will look at what we have achieved since the draft report
- MG stated that the report is based on scenarios rather than actual events because they were not given enough information to determine exact potential of risks
- It was noted by MG that there is significant information missing from TRIM. MG stated Council needs to focus on standardising TRIM

*RB & MG left the Room at 4.51pm*

**Action:** Management Response to be compiled and circulated to members prior to next meeting (FZ)

**7. Penetration Test – SMA & PK**

- SMA gave an overview of the summary report
- Committee Members were asked if they wanted to view the full report – all members stated no except Cr Dixit. A time will be arranged for him to view same in Council Chambers due to sensitive information contained in the report
- Overall, the report has stated that Council have done extremely well in our cyber security. Information in these report has been compiled based on testing performed internally, externally and for wireless network
- Risks identified in the testing as high are currently being worked on with two fixes for vulnerabilities having already been completed. The aim is to complete the high and some medium by the end of June minus the issues with our old servers which will be resolved by the end of 2021
- PK advised Councils reduction of high-level risks from 2020 is good. 2020 there were seven extreme risks identified and so far this year there is none. Overall 95% have been resolved with the other 5% reducing from extreme to high risk. In 2020, Council had 3 high risks however currently there is 6 in 2021 but this is based on the extremes from 2020 being downgraded to high this year.
- In relation to preventative measures, Council has extended their licensing service with Microsoft. PK advised in order to lower our risks even more Council should focus on taking steps every month to comply with the bulletins that we receive as part of our Microsoft service
- Currently all systems patched well however Council has a high strategic vulnerability because we still have a legacy systems in our infrastructure. Legacy is not good and can be attacked. Council should look at a more secure model to help reduce this risk
- In relation to cost effectiveness, Council has received some free assistance from CyberSecurity NSW in order to complete some of external testing
- DC queried Staff awareness in relation to cyber security. FB stated that we have done training but stated our training may need to evolve with time

<b>Action:</b> FZ to look into safe method distribution of documents to committee members for future reports
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**8. Covid-19 Budget Update – ML**

- ML gave overview of Budget and Covid-19 update in absence of WA
- ML advised the total estimated Covid-19 cost to Council's budget for the 2020-21 financial year is \$3,2 million. Council has changed its process in relation to budget reviews, meetings are held monthly with managers to review and monitor budgets in order to look at maximising revenue and also address any unnecessary expenditure
- ML confirmed that although Councils cash flow has gone down this has been largely based on timing of rate payments, parking fines, parking fees and Enfield Aquatic Centres closure during the peak of the Coronavirus
- TB advised that we are hopeful we will see an increase in relation to above particularly around the reopening of the Enfield Aquatic Centre
- SM queried did we see a reduction in running costs for the Aquatic Centre ? ML confirmed yes the running costs did go down but not significantly. TB extended on ML comments stating that there was a short period that the heating off the pools ceased however we were still required to do standard maintenance of cleaning of pools to ensure that they were ready for reopening once the opportunity arose.
- TB went on to advise that staffing costs at EAC did not reduce due to Council opting to put the EAC Staff into secondment roles in other Business Units
- SM queried if Council received any state or federal government grants during the Covid Period ? ML advised that although we did receive some grants during this period, ML was not aware of any Covid assistance from the federal government
- TB discussed how Council during the Covid Period opted to ensure that we looked after staff and the Community as a whole be it via secondment of staff or the programs Council ran for the community such as Burwood Cares
- Given our current Financial situation it was commended that during the Covid Period no major Capital works projects stopped or slowed down

<b>Action:</b> NIL
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**9. Public Liability & Professional Indemnity – MZ**

- MZ provided overview of the one case that has exhausted Council's excess amount of \$50,000 and one case which has the potential to reach the excess
- SM brought up the fact that an Internal Audit has been done on this previously which MZ confirmed and advised that we have addressed all issues that were brought up in that previous audit
- LFC stated that from a Counsellors perspective it was encouraging to see that Council only has had one case that has exceeded the excess and one which many reach the excess.
- DC queried if Council legal representative has advised of any steps that could have been taken to stop Council being brought in as a Co-Defendant on the claim. MZ advised no as we were the certifier it was inevitable if there was a claim that we would be brought into same
- TB advised the Committee that as part of Councils Risk Management Team that MZ is doing a "Lessons Learned" project to ensure that we are learning from any claims and taking steps to help prevent or at least minimise the chances of of these type of claims being brought forward again.
- DC stated that our excess of \$50,000 appears high – MZ stated no other councils pay \$100,000 so ours is actually half of the normal cost based on the fact we don't have many cases that reach the excess
- DC suggested that Council look at preparing a yearly report of all claims as a learning tool and as reference field to see what we have improved and what still needs work on in order to reduce our claims

<b>Action:</b> MZ to prepare a report detailing Councils PL/PI claims less than \$50,000
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**10. Fraud and Corruption Prevention Action Plan – EW**

- EW advised that in March 2020 an audit of Council's Risk Improvement Program was completed by InConsult. One of the recommendations was that Council develop a Fraud and Corruption Prevention Action Plan.
- In preparation for the development of an Action Plan, Council's Fraud and Corruption Prevention Policy was reviewed an updated and subsequently adopted by Council in August 2020. Between August and December 2020, fraud and corruption prevention workshops were conducted by EW with each of Council's Group Managers and other nominated staff members. The outcome from these workshops were fraud and corruption prevention plans for each area of the organisation.
- The workshops also identified the various fraud and corruption controls in place at Council and these have been consolidated into a draft Fraud and Corruption Prevention Action Plan, approved by the Executive and circulated to the Committee for their review and endorsement. Included at Appendix One to the draft Action Plan are those fraud and corruption risks that were considered not to be sufficiently controlled. EW provided a brief commentary on each of the proposed actions contained in Appendix One.
- EW noted that in relation to the risk presented by the processes currently in use to capture time worked and paid, a review had been recently undertaken and a draft was being considered by the organisation. The Committee requested a copy of the review once finalised.
- EW advised that she considered the most significant fraud and corruption risk to Council that was not sufficiently controlled to be compliance with Council's procurement corporate practices and that the proposed actions to address this risk outlined in Appendix One to be the highest priority. TB noted that the actions in relation to asset management was also a priority.
- The Committee noted that it may be useful to consider providing the newly elected Council with more comprehensive information on risk management following the election in September.
- The Committee requested that the GM provide it with a proposal for audits to be conducted over the next 12 months.
- The Committee also raised the issue of the reputational risk that the use of social media by Councillors and staff could present to Council in an election year and suggested this needs to be looked at as an emerging risk with possible training offered to raise both staff and Councillor awareness, particularly in relation to personal social media accounts. The Committee agreed that this should be listed as an agenda item at the next meeting
- Management confirmed that the actions contained in Appendix One should be able to be met within existing budget allocations.
- The Committee endorsed the Action Plan.

**Action:**  
 TB to circulate draft Review of Time Capture to SM & DC for their review

EW to provide scope of items identified in the Fraud & Corruption Action Plan that could be listed within ARIC for review

FZ to provide decision in relation to which two audits will be completed next

**11. Audit Annual Engagement Plan - UJ**

- UJ went over the Annual Engagement Plan provided to Committee Members
- UJ advised that Overall looking at the engagement Plan that Burwood Council has nothing to be worried about
- UJ advised that this years focus will be to look at Covid and the impact of same.
- UJ went over that we still need to look at fiancial reports this year and he is working with WA on this and will present the AEP to the Committee at the next meeting
- UJ advised that part of this years audit will be to highlight the review of accounting estimates in particular the review of management process to developing accounting estimates
- UJ went over the Timetable in relation to the fianncial reviews and advised the AEP will be presented at the next ARIC meeting (20 April 2021)
- SM queried if an early close will occur in March ? UJ stated no that this is not mandated
- SM brought up that a signifcant amount of effort has been made in relation to the audits already completed and queried once audits become mandatory will these be able to be utilised ? UJ

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Ref. No.: 21/8443

confirmed that yes it is likely that audits will not be duplicated if the quality of the original audit is high

**Action: NIL**

**12. General Business – ALL**

No General Business Raised

**15. NEXT MEETING - Tuesday 20 April 2021**

Meeting ended 6.45pm



**Audit, Risk & Improvement Committee Meeting**  
**Meeting Room 1.3 – 8 Conder Street, Burwood**  
**Tuesday 20 April 2021**  
**4.09pm**

## MEETING MINUTES

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### ATTENDEES

#### Committee Members

Sandra Mulder	(SM)	<i>(Chair)</i>
Daniel Carbone	(DC)	
Cr Lesley Furneaux-Cook	(LFC)	
Cr Raj Dixit	(RD)	

#### Burwood Council

Tommaso Briscese	(TB)	General Manager
Fab Zincone	(FZ)	Director Corporate Services
Patricia Hatzigiannis	(PH)	Director People and Performance
Wayne Armitage	(WA)	Group Manager Finance & Resource Management and Chief Finance Officer
Militsa Zelenovic	(MZ)	Risk Management Coordinator
Jacqueline Tafokitau	(JT)	Executive Project Support Officer ( <i>Minutes</i> )

#### By Invitation

Mitchell Morley	(MM)	InConsult
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### 1. Meeting Opening - SM

Meeting Opened at 4.09pm

### 2. Declarations of Interest – ALL

No declarations

### 3. Minutes of Previous Meeting – 23 February 2021 – SM

The Committee endorsed minutes

### 4. Matters Arising from Minutes and Review of Actions – SM

### 5. Risk Management and Insurance – MZ

*PH and MZ entered the Room – 4.15pm*

- SM queried the recent news report stating Burwood LGA has some of the worst potholes in Sydney. TB and WA stated that the data used was from 2019 and based on perception rather than investigations
- DC questioned comparison between Burwood Council and other Councils in relation to PL/PI claims, as he believes Burwood premium seems high. MZ advised other Councils have either the same or higher premiums

- MZ advised Burwood has an exclusion in relation to Volunteers due to not having any currently on our books
- DC queried is it worth Council investigating further in relation to the increase of our Workers Compensation Claims and performance in this space. PH advised we are already in the process of doing this.
- PH acknowledged the increase in mental health claims and that Council is working with their Insurer to implement the PAWS program. This process is halfway through and Focus Groups with staff are set to commence in May 2021 to enable them to express their views as to how Council can possibly improve especially relating to the support of staff with mental health issues.
- LFC queried staff use of the EAP service. PH advised that there is a low employee usage
- PH advised could be beneficial to bring in EAP for a possible lunch and learn for staff to be made aware of specific services available
- DC stated Coronavirus Period may account for higher mental health claims
- DC queried the 3 personal injury claims listed and seriousness of same? MZ stated all were minor incidents
- LFC queried if Burwood Council has any representation on the CivicMutual Committee? Both TB and PH confirmed they are representatives
- Risk Management Insurance Report endorsed by the Committee

#### 6. Time Capture to Pay Report – MM

MM entered the room at 4.30pm and MZ exited room at 4.30pm

- MM gave review of report.
- Confirmed minimal sample testing done and involved more a review of processes to identify potential risk particularly in relation to staff time and attendance and the time taken to capture of hours till they are paid
- Council currently using multiple systems for time and attendance giving us a higher risk potential
- There is a total of 92 hours of staff time used for the processing and collating of payroll documentation. Not including time taken to correct errors
- There are a number of short term goals that need to be looked at,
- The review determined that a number of outside staff were not recording their time correctly
- MM stated there was difficulty in locating spreadsheets being located on the Content Manager System during the Time Capture to pay review. He stated that this needs to be rectified to ensure that all documentation is being saved correctly
- SM queried who corrects any payroll queries ? PH stated that this is done by Sam Bajaj (Payroll/Human Resources Officer)
- MM stated that this comes into one of the two key long term goes being the need to bring more payroll staff on board
- MM stated importance in the reduction of manual intervention
- MM stated that there is risk however people are getting paid but there is a heightened level of risk that people can manipulate the system
- SM queried if Management has responded to the report
- PH stated that the Risk Committee is taking on the task of preparing the response for Management to review.

MM and PH left the meeting at 4.45pm

<b>Action:</b> PH to present Management Response to Time Capture to Pay
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**7. Management Response to BDO Report – FZ**

- FZ gave an overview of the response;
- Vast majority of the findings of the BDO report related to procurement;
- FZ stated the importance of the implementation of structured audits to pick up issues especially regarding any responses to ARIC
- SM stated that procurement is a big area that is often in ICAC investigations and it would be important for Council to consider why we are using so many contractors
- FZ stated he is looking at implementing the programs Commsec and Simply Systems
- TB stated we need to conduct an audit in 1 ½ years and make sure BDO has been implemented
- SM noted that this would then need to be scheduled in the second half of 2022
- LFC stated she wished to declare that she had an internet in Local Government Procurement which is owned by LGNSW which LFC is a board member of
- FZ noted that the intranet will be up within 4 months as per EW recommendation
- DC advised the committee of a vetting company called Smart EK which costs approximately \$30 a month and they go through the process of vetting all contracts for you
- DC also suggested that when companies are sending Council an invoice we insist that they attach a Working with children check/public liability (if part of their contract states they need to provide same)
- RD – asked why the procurement policy was only approved by GM – it's not a policy it's a procedure
- TB advised RD that things only go to Council if it effects the community

**8. ICAC – Canterbury Findings – EW**

- EW provided an update on the findings of the Dasha Report
- There were 23 recommendations. 20 relating to State Government 3 recommendations that Burwood Council should look at
- LFC stated we should possibly look at number 2
- EW confirmed also look at 21 and 23
- It was noted that the Strathfield and Five Dock Mayors are currently being investigated by ICAC

RD left the meeting at 5.36pm

- EW advised that in relation to procurement that BDO has covered any concerns that she has had in their report
- EW and FZ to ensure that the recommendations by BDO are implemented
- EW also stated that a review of our time capture to pay and intranet are also currently in progress

<p><b>Action:</b> FZ – Report on progress of review of documentation provided to suppliers relating to the ICAC Recommendation 21 (Canterbury Council – Operation Dasha)</p>
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**9. Discussion Regarding Social Media Policy – ALL**

- LFC stated that it is essential that this is looked at and reviewed for both staff and councillors
- Breach of council policy is breach of code of conduct. EW stated this is not uncommon in other councils that social media is used in a negative light

- EW reiterated that if you are identifying yourself on social media as a counsellor then you are representing Council
- SM stated it may be worth council reviewing our current Social Media Policy
- Lawrence Hennessy (Group Manager, Corporate Planning and Communication) to be asked to review the current Social Media Policy and determine what stands out as needing to be updated. A way to do this also may be to see if we can review social media policies of other Councils and compare same
- This is to be kept as a discussion point for the next meeting

**Action:** Lawrence Hennessy – Review of current Social Media Policy – LH to determine if there is anything in our Policy that stands out as being a risk

**10. Discussion regarding rolling audit review**

- Next review to be Plant and Machinery
- Following that will be Parks and Reserves
- SM queried the use of Petty cash as this was mentioned in a previous meeting. FZ advised that we no longer hold any petty cash
- SM queried also Fleet Management
- Committee agreed that external contractors are best for doing quality reviews
- Everyone moved with plant and machinery, heavy fleet only being the next audit

**Action:** JT - Update scope of reviews

**11. General Business – ALL**

- EW finishing at the end of this month. TB acknowledged the great work done by EW on behalf of the Council and the Committee
- TB to keep the committee posted as to who will be replacing EW

**NEXT MEETING - Tuesday 20 July 2021**

Meeting closed at 6.05pm



**AUDIT, RISK & IMPROVEMENT  
COMMITTEE MEETING  
Tuesday 20 July 2021 – 4pm**

**Minutes**

**ATTENDEES;**

**Committee Members**

Sandra Mulder	(SM)	<i>(Chair)</i>
Daniel Carbone	(DC)	
Cr Lesley Furneaux-Cook	(LFC)	
Cr Raj Dixit	(RD)	

**Burwood Council**

Tommaso Briscese	(TB)	General Manager
Fab Zincone	(FZ)	Director Corporate Services
Patricia Hatzigiannis	(PH)	Director People and Performance
Wayne Armitage	(WA)	Group Manager Finance & Resource Management and Chief Finance Officer
Militsa Zelenovic	(MZ)	Risk Management Coordinator
Tanya Whitmarsh	(TW)	Governance Specialist (Internal Ombudsman)
Michelle Butler	(MB)	Governance Coordinator
Lawrence Hennessy	(LH)	Group Manager, Corporate Planning and Communications
Kayla Dinsdale	(KD)	Executive Assistant – Minutes

**By Invitation**

Lana Hall	(LHa)	Office of Local Government
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|--|-----|
| <b>1. Meeting Opening</b>  | SM  |
| Meeting Opened at 4.12pm   |     |
| <b>2. Declarations of Interest</b>   | ALL |
| No declarations  |     |
| <b>3. Review of Minutes of Previous Meeting – 20 April 2021</b>  | ALL |
| Minutes of the previous meetings confirmed with one clarification point. LFC moved RD seconded.  |     |
| <ul style="list-style-type: none"> <li>- Question regarding item 7 last dot point change word policy to corporate practice.</li> <li>- FZ discuss RD concerns offline</li> </ul> |     |
| <b>4. Matters Arising From Minutes and Review of Actions</b>   | SM  |
| Actions on the register updated to date.   |     |
| <b>5. Presentation from OLG on upcoming changes to the Structure of ARIC</b>   | LHa |
| LHa entered at 4.22pm  |     |

Lana Hall from office of Local Government delivered a presentation outlining the new risk management and internal audit framework for Councils in NSW.

DC entered at 4.50pm

SM and the committee thanked LHa for the informative presentation which will assist Council moving forward.

LHa left at 4.57pm

## 6. Social Media Policy

LH

PH & LH entered at 4.59pm

LH advised that the current social media policy Council has adopted in 2020, the OLG model policy was sent to councils looking for submissions on the actual draft itself. The OLG policy isn't mandatory for Councils and can be tailored to suit individual Councils.

SM mentioned at a previous ARIC meeting a discussion was held in relation to the representation for councillors or employees in social media, the ARIC is curious to know how Councils current social media covers that.

LH advised that Councils current policy states Council employees and Councillors have the right to enter public debates and comment on political, social and any other issues however any comment made must avoid any reference to employment at Council.

LFC notes that the model policy has a great paragraph under 3.1, the views expressed in comments made on social media are my own and not that of Council. LFC asked that this be clarified.

TW advised that Council's Code of Conduct clause 7.6H and 8.18 will take precedent and a social media policy is subordinate to the Code of Conduct.

SM agreed that the code of conduct will take precedent.

TW noted that there might be opportunities to review and consolidate details across multiple policies. SM would like to ensure that the content is consistent and aligned.

DC and SM would like clarification on the process of implementing policies, changes to policies and how these are informed to key stake holders. DC would also like to know how staff can report any breaches and what they need to do if a scenario happens.

Action: TW & FZ to prepare an information report on the process of implementing policies, changes to policies and how these are informed to key stake holders.

LH left at 5.24pm

## 7. Management Response – Time Capture to Pay

MZ

MZ entered at 5.25pm

MZ presented Managements response to the time capture to pay report undertaken by InConsult which was presented to ARIC in April. InConsult's report to Council included short term and long term recommendations.

MZ advise the ARIC that Council has since held risk management meetings to discuss the outcomes and recommendations of the report and how to best action the items. The risk management committee identified 6 short term and 2 long term recommendations. 3 short term items have been completed and the rest are currently in progress.

Action: MZ to update columns with updated responses, add timing, due dates and completion date.

Action: Implementation update at next meeting and progressive reports at each meeting until all items are implemented.

MZ and PH left meeting at 5.40pm

**8. General Business**

ALL

SM noted the Plant Management Report and Financial Report are scheduled to be reviewed at the next meeting 19 October 2021.

DC would like to see the risk appetite return after Executive approval at a future meeting, SM agreed.

LFC & TB thanked SM for the guidance of ARIC for the past 8 years, TB noted Council has had the Aric established for 10 years and SM's contributions, leadership and expertise over that time were very much appreciated.

TB also thanked and congratulated LFC and RD for working with us on this journey through out the council term.

SM advised that she will prepare and circulate the annual report to the committee. SM would also like the other committee members to complete a self-reflection based on the current charter and a reflection on whether the committee has met all its requirements.

Action: SM to prepare and circulate the annual report to the committee.

Action: DC, LFC and RD to complete a self-reflection based on the current charter and a reflection on whether the committee has met all its requirements.

Meeting closed 6.08 pm

**Next Meeting**

Tuesday 19 October 2021

## (ITEM IN30/21) SAFE AND CLEAN TEAM - PERFORMANCE REPORT JANUARY - SEPTEMBER 2021

File No: 21/47726

REPORT BY DIRECTOR CITY ASSETS

### Summary

This report provides performance information on the Safe & Clean Team for the 2021 period.

### **Operational Plan Objective**

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

### Background

The Safe & Clean Team operates on a daily basis between the hours of 10am to 6pm and patrols all main business streets in the Burwood Local Government Area as defined in the contract including Burwood Road, Liverpool Road, The Boulevarde, The Strand and Georges River Road.

The Safe & Clean Team focuses on ensuring that the main business streets are always clean by removing light litter and cleaning infrastructure as well as reporting all crime activity to Police and local law breaches to Council. Additionally the team provide a key visual presence for Council along the main commercial streets during the above hours.

Below highlights the performance for the January 2021 - September 2021 period:

Activity	Rubbish Removed from roadway (litres)	Shopping trolleys reported and removed into side streets (no.)	Advertising posters removed (no.)	Report graffiti on Council property (locations)	Report road obstructions (no.)	Small spills clean-ups (no.)	Report Maintenance Issues (no.)
January	1,012	54	26	0	0	92	0
February	1,123	148	25	4	3	50	0
March	1,896	121	20	5	1	43	0
April	1,536	173	57	7	3	20	1
May	1,943	185	25	0	0	45	1
June	1,184	75	45	1	1	0	0
July	570	98	10	0	2	30	1
August	832	61	5	0	5	40	2
September	613	63	23	0	0	36	0
<b>Totals:</b>							

Note: Shopping trolleys left abandoned on the streets were removed by the trolley owners. During the period, shopping trolleys not removed by the trolley owners within a specific timeframe were processed, impounded and the owners charged a fee for their retrieval. This impounding process has ensured that the majority of trolleys are removed from the streets on a daily basis.

Advertising posters were typically small handwritten signs placed on poles. These were physically removed by the Team.

Rubbish removed from the roadway highlights that Burwood Road has the highest amount of light rubbish dumped on the street and this could be explained by the high volume of pedestrian traffic in this section of the roadway.

Due to the current heightened Covid 19 risk and NSW Health advice, the Safe and Clean team were asked to continue to prioritise wiping down touch points in the town centers. The increased activity and visibility of the Safe and Clean team has been well received by the community.

### **Consultation**

Not applicable.

### **Planning or Policy Implications**

Not applicable.

### **Financial Implications**

Funds are provided for the delivery of this service in the 2021/22 Budget.

### **Conclusion**

Overall the presence of the Safe & Clean Team has made a huge impact towards beautification of the main streets and the safety of the local community.

### **No Decision – Information Item Only**

### **Attachments**

There are no attachments for this report.

**(ITEM IN31/21) QUESTIONS ON NOTICE**

File No: 21/49916

REPORT BY DIRECTOR CORPORATE SERVICES

**Summary**

The following Questions on Notice were submitted by Councillors.

**Operational Plan Objective**

2.1.3 Ensure transparency and accountability in decision making.

The answers are provided below:

**Cr Lesley Furneaux-Cook – Question 1**

What are the safety protocols for cranes after work hours left hanging over neighbouring residences?

**Answer – Group Manager, Building & Development**

Safework Australia defines a crane as an item of plant used to raise or lower a load and move it horizontally. The operation of tower cranes is considered high risk work and usually requires a licence from Safework NSW.

The erection and operation of a tower crane on a site falls under the jurisdiction of Safework NSW and there are Australian Standards, as well as guidelines from Safework Australia that relate to operation and erection of a tower crane. Council has no jurisdiction over this aspect of a development and it is controlled by Safework NSW.

However, please note that the General Guide for Cranes from Safework Australia has no restrictions on cranes when they are not in use. The Guide states that:

*Where there is no risk of a tower crane boom contacting other structures, the crane should be left to weathervane when unattended according to the crane manufacturer's instructions.*

Under the circumstances, if a resident has any concerns relating to the operation or position of a tower crane, it is suggested that they contact Safework NSW for further information.

**Cr Lesley Furneaux-Cook – Question 2**

A resident has seen some garbage left after pick up on Lang St (our side). What happens when all rubbish does not go in the truck and is left on the street?

**Answer – Group Manager, Environment & Health**

The driver is required to notice any spilt rubbish and to alight from the vehicle to sweep up any spillage. Where a driver is unaware of the spillage, residents can report the spill to Council who will contact the driver to return to the site and sweep up and remove any spilt rubbish.

**No Decision – Information Item Only****Attachments**

There are no attachments for this report.