



Draft Community Strategic Plan

# 20 BURWOOD 36

## Acknowledgement of Country

We acknowledge the Wangal Clan of the Eora Nation, the traditional custodians of the lands on 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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## Message from The Mayor, John Faker

**Welcome to Burwood2036 – our shared vision to help our communities and businesses to thrive and prosper as we approach a decade that will undoubtedly bring incredible change, growth, innovation and opportunity.**

The Burwood2036 Community Strategic Plan represents the aspirations that matter most to us as a progressive community: that we are an inclusive community where everyone is equally embraced, we protect our natural environment and create a liveable city that provides safe, healthy and vibrant spaces and places that are accessible, connected and enjoyed by all.

They also highlight Burwood's greatest strengths: our people, our location and our enviable lifestyle and I believe as a community, we have the ability, ambition and commitment to work together to ensure we achieve our shared vision for Burwood.

The Plan incorporates the principles of social justice and ecological, economic and socially sustainable growth which will guide our civic leadership.

I look forward to working with my fellow Councillors and staff in supporting your goals and priorities as outlined in Burwood2036 and encourage you to continue aspiring to make Burwood the best place for everyone.



## Message from The General Manager, Tommaso Briscece

**The Community Strategic Plan represents the highest level of planning we undertake at a local government level.**

The release of Burwood2036 follows a program of extensive community engagement which means it is not a 'Council Plan' but rather your plan, informed and shaped by the community and reflective of your collective responses, to which we are committed.

This will guide us in ensuring Council's plans and resources are focused on your priorities, improve transparency in the decision-making process and promote greater collaboration between all government levels, agencies, community groups and businesses to achieve the desired outcomes presented in this Plan.

Council's service delivery, major projects, activities and actions in response to the strategic directions, outcomes and strategies outlined in this Plan can be found in the Burwood Resourcing Strategy, the four-year Delivery Program and our annual Operational Plan. I encourage you to view these documents and follow our progress toward achieving our targets.

Sincere thanks to every resident, business owner, community leader and visitor who contributed to the preparation of Burwood2036.

I look forward to working with the community, Council and our staff to turn your aspirations into reality.



# Our Community Strategic Plan

Burwood2036, our Community Strategic Plan (CSP) is based on the shared vision, aspirations and values of our community. It informs long term planning for the future of Burwood Local Government Area (LGA) and the strategies that we will be used to get there.

## An integrated approach

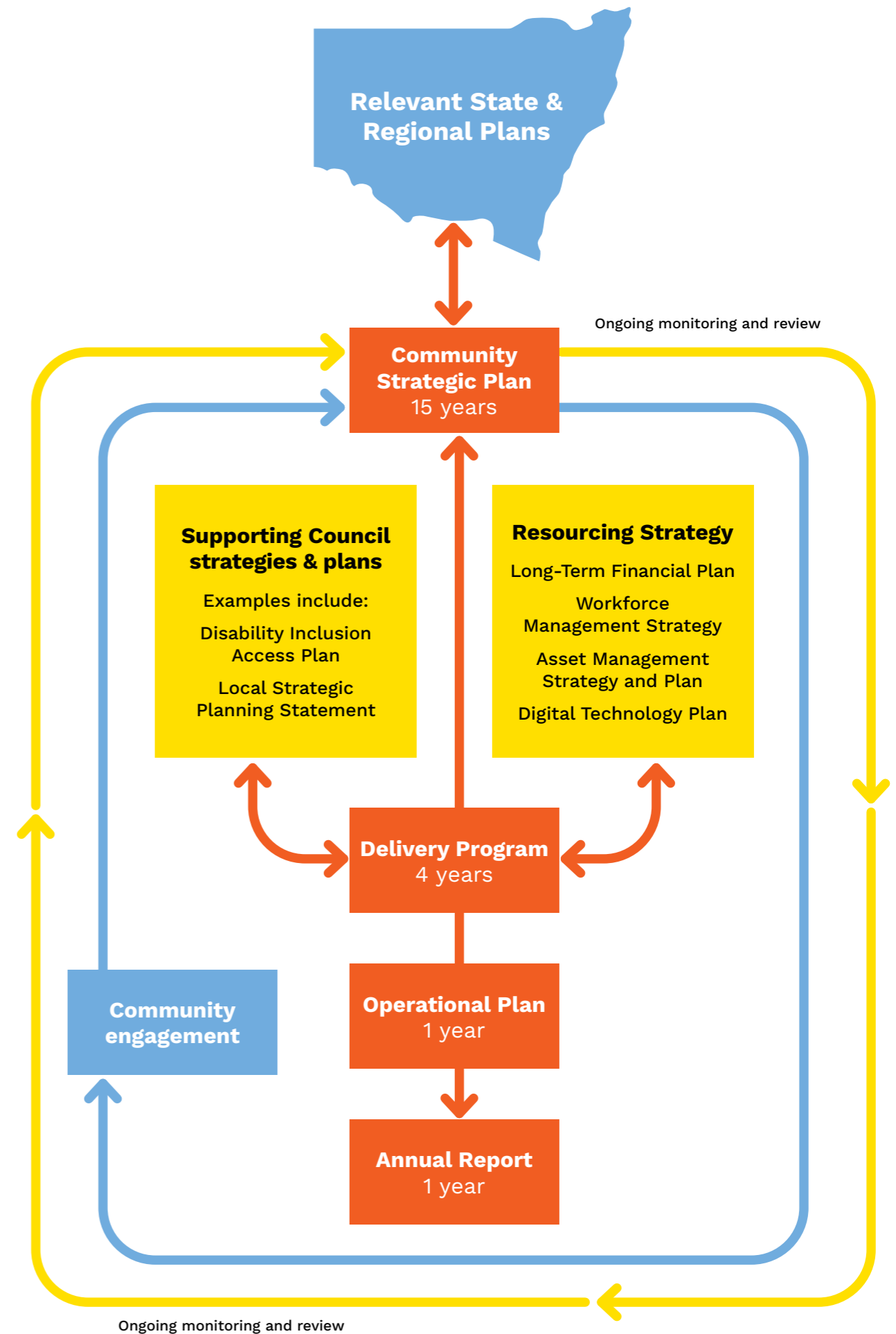
Council takes a lead role in developing and facilitating the implementation of the CSP. Its success lies with a collective approach by all levels of government, key agencies, non-government organisations, community groups and individuals. Council has an ongoing important role in leading, partnering or advocating for action to achieve the community outcomes in this Plan.

## Integrated Planning and Reporting framework

Burwood2036 is the cornerstone document of our Integrated Planning and Reporting (IP&R) framework. It informs and guides Council's organisational plans and decisions and shapes our priorities, projects and services. Our four-year Delivery Program outlines the activities Council will take towards meeting the community aspirations as set out in the CSP. Each year, our annual Operational Plan details the actions that Council will undertake to deliver on the desired community outcomes and the associated budget. Our Resourcing Strategy identifies the means Council will need to support our four to ten year priorities and activities. The Strategy ensures Council has the necessary people, budget, technology and infrastructure in place to deliver against our commitments.

## Monitoring our progress

We have developed a set of measures to help us monitor our progress and gauge our success towards achieving our 2036 Vision. We will report on these measures every four years at the end of each Council term through our State of the City Report.



# Our Burwood

Burwood is a cultural melting pot of inclusive and diverse communities with a thriving business and retail centre surrounded by historic villages, each with their own distinct character and charm. The LGA includes Burwood, Burwood Heights Croydon Park and Enfield and parts of Croydon and Strathfield.

The quality of life residents enjoy, the central location, local schools and excellent transport infrastructure has made the Burwood LGA an attractive destination for people to live, work and visit.

As the first strategic centre west of the Sydney CBD, Burwood will strengthen

its role in Sydney over the next 10 years, attracting new business sectors, higher skilled jobs and a diverse mix of housing.

By 2036 the population of the Burwood LGA is anticipated to nearly double to 73,500.

## Who we are



**Current population: 40,866**

**48%** males

**51%** females

**0.4%** Aboriginal & Torres Strait Islander

**64%** Australian Citizens



## Languages & ethnicity

**64%** Over 23,400 speak a language other than English at home

**50+** different languages spoken

**58%** of residents born overseas

**32%** of residents arrived from overseas since 2011



## Age groups

Babies & pre-schoolers	0-4	1,670	4.5%
Primary schoolers	5-11	2,156	5.9%
Secondary schoolers	12-17	2,051	5.6%
Tertiary education & independence	18-24	5,484	14.9%
Young workforce	24-34	7,860	21.4%
Parents & homebuilders	35-49	6,487	17.6%
Older workers & pre-retirees	50-59	4,213	11.4%
Seniors	70-84	2,874	7.8%
Elderly aged	85+	976	2.7%

## How we live and work



### Employed population

**92%** employed

**40%** travel to work on public transport

**2,600+** local businesses

**\$2.7 billion** GDP



### Top 4 industry sectors

**12.4%** Healthcare & Social Assistance

**10.4%** Accommodation & Food Services

**10.1%** Professional, Scientific & Technical Services

**9.8%** Retail Trade



### Employment location

**14.6%** live and work in the LGA

**28.2%** work in City of Sydney

**20.5%** work in surrounding LGAs of Inner West, Canada Bay, Strathfield and Canterbury-Bankstown

**36.7%** work outside Burwood, surrounding LGAs and City of Sydney



### Our homes

**Over 60%** live in medium density and high density housing

Source: NSW State Government 2019 Population Projections, Australian Bureau of Statistics 2016 as compiled by Profile ID. Note: 2021 census information not available at time of print.

# Key community challenges

By 2036 the population of the Burwood LGA is anticipated to nearly double to 73,500. This means over 32,000 more people will require housing, transport, schools, healthcare, services, leisure opportunities and green and open spaces. Knowing that, there are some significant challenges ahead that we have considered in planning for Burwood's future.

## Our community is supported by infrastructure and services

As our city grows local services and infrastructure will become increasingly more important. The provision of appropriate education, health and community services to respond to diverse needs will be vital for community wellbeing. We need to maintain the quality and usability of our current roads, drains, footpaths and also plan for new infrastructure. Continued and equitable access to active and passive recreation facilities will remain a priority. With new technologies emerging we will also need to look for options to increase operational efficiencies in delivering local infrastructure and services. Council has an important role to play in not only providing local infrastructure but also collaborating with other levels of government and agencies to ensure the right infrastructure is delivered in the right locations to respond to changing community needs. We will need to focus on planning for growth and responding to local needs as they emerge.

## Diverse, integrated transport options underpin our city

Building on our existing transport system and improving options for the people who live, work and visit Burwood will be critical in sustaining growth and maintaining Burwood's liveability and prosperity. Council has identified a need for the redevelopment of the Burwood Train Station as well as planning for the Sydney Metro West project which includes a station at Burwood North. Proposed development in the Parramatta Road Corridor will also generate demand for new and improved infrastructure. Improving walking and cycling options will be important to connect our centres, neighbourhoods and parts of the LGA. Connections from the southern end to a future Burwood North Metro station along the Sydney Metro West line will be considered as infrastructure is planned for and delivered. Planning for other transport infrastructure and emerging modes to complement public transport and help our community easily connect to jobs, services, social and recreational opportunities will be required. Strategic ways to manage traffic and parking will be necessary to ensure our city is easy to get around.





### People have housing options

Ensuring our community can choose from a range of housing options to suit their needs and lifestyles will be a key focus for our future. This would ensure people will be able to find the type of housing they want in the location they want to live in. It also means providing attractive, affordable rental and purchase options for people near transport and facilities. With the introduction of higher density living and changing demographics we have already seen a move away from single houses towards different types of housing such as apartments. Rising land value and property prices have also impacted affordability. Council has a key role to play in developing a sound and responsive local planning framework that encourages and supports housing diversity in key locations and across the city. As well as collaborating with other levels of government and agencies on initiatives that will achieve this.

### Vibrant places cater for our community

Creating town centres and places which cater to the demand for vibrant retail, dining and entertainment options will become increasingly more important. Safe and inviting public places which provide spaces for people to come together with opportunities for people to connect will be needed to support our growing community, cultural expression and the provision of local events. Activating our open and public places will be important in fostering a strong sense of community and a thriving local economy. Good design and public amenity will be need to be a benchmark of future development.

### We are green and sustainable

As our city caters for more people, housing, infrastructure and services it is critical that our built environment is balanced with our natural environment. Access to local, high-quality green, open spaces is already an issue and will become progressively more important to support the liveability of Burwood. Providing green corridors, maintaining shade, reducing heat island and maintaining biodiversity will all become a focus for our planning and the design of our streets and public places. Council, businesses and individuals will need to make sustainable choices to collectively address our environmental impacts. Reducing the environmental impact of our waste and carbon footprint will need to be important drivers in our decisions. Council must also look at ways to achieve greater sustainability in the way that we deliver and manage our services, facilities and infrastructure.



### A resilient Burwood

Developing community resiliency and our ability to respond to environmental and pandemic shock is an emerging global issue. Sydney is currently impacted by a changing climate and the community faces the accumulated impacts of multiple shocks and stresses. Climate variability leading to extreme weather events, including storms and heatwaves is predicted to continue impacting our community into the future. We need to keep our open space watered and maintained and provide outdoor infrastructure which keeps our community cool in summer. The COVID 19 pandemic has shown us that governments and councils need to place a greater emphasis on planning for and responding to the challenges of widespread events and impacts on the way that we live and work. Building resilience capacity within our community and organisation and turning our focus to identifying risks and mitigating impacts will improve our ability to respond to these events.

### Burwood has a voice

The growth of the inner west region will provide many opportunities for local councils to provide regional solutions to emerging challenges that will benefit our community. The State Government has identified Burwood as a strategic centre due to our strong local economy and excellent transport infrastructure. Council will need to play a strong and collaborative role in planning for the city's future and advocating on behalf of our community. We will also seek funding and partnership opportunities that will deliver local benefits. We will need to work with neighbouring councils, other levels of government and agencies to deliver on local aspirations, the Vision and Outcomes of this Plan. Our work will be guided by an engaged and informed community who takes an active interest in our city.



# Our community's feedback

Burwood2036 has been shaped by the people who participated in Council's community engagement activities in 2021 and early 2022. Participants came from diverse cultural and linguistic backgrounds, across all age groups and parts of the Burwood LGA. It is thanks to those that participated and contributed their ideas and aspirations, who have made it possible for this Plan to be prepared.

We engaged our community in the following ways:



## Community satisfaction survey

400 community members engaged

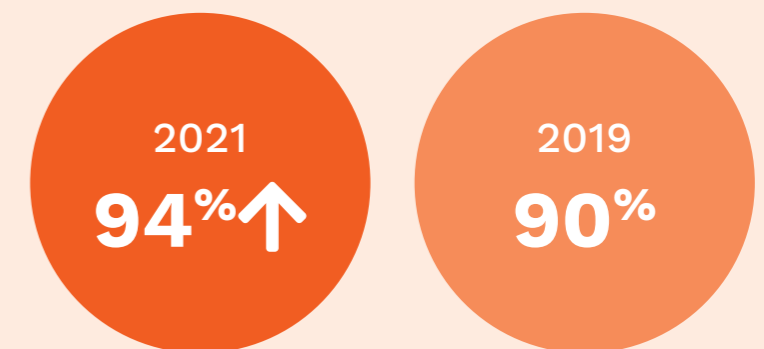
Council understands that the ultimate measure of its performance is community satisfaction with the services that are most important to them.

Council conducts a biennial Community Satisfaction Survey to understand the community's priorities and satisfaction with Council services, activities and facilities and the overall level of satisfaction with Council's performance. In particular, the survey gauges:

- The overall quality of life in the Burwood LGA as experienced by local residents
- Progress towards the outcomes of the Community Strategic Plan
- Progress towards achieving performance standards for key Council services.

### Overall satisfaction rating

Burwood residents at least somewhat satisfied with the performance of Council over the last 12 months



Council has utilised the full report to inform this Plan and will continue to use bi-annual trend data to ensure that key concerns of the community are being addressed as we work towards Burwood 2036.



## Customer experience surveys

300 community members engaged

Council also undertook in-depth customer experience surveys at the Customer Service Centre, Burwood Library and Community Hub and the Enfield Aquatic Centre to understand customer satisfaction at frontline service locations and identify areas for improvement.

Customer experience surveys were coupled with the expansion of Council's Mystery Shopper Program across all frontline service areas and the roll out of Council's customer feedback tool in 2021 to track real-time satisfaction with Council services.

### Customer experience ratings by location (2021)

Burwood Library and Community Hub (85%\*)

Customer Service Counter and Call Centre (83%\*)

Enfield Aquatic Centre (85%\*)

\*Percentage of customers very satisfied or satisfied.

### Mystery shopper overall performance (2021)

Via telephone (93%)

In person (94%)

### Real-time customer feedback benchmark (2021)

Average CX Score of 8.5

## Place based engagement programs and Participate Burwood

1000+ community members engaged

Council also undertook a range of place based community engagement programs to inform the development of key projects, including:

- Burwood Urban Park and Cultural Centre
- Enfield Village Revitalisation Project
- Burwood After Dark
- Comprehensive Local Environment Plan
- Nature Play, Sensory Garden and Pond Upgrade
- Grant Park Inclusive Playground
- Placemaking: Bringing Streets and Public Spaces to Life
- Sustainable Burwood

The findings of these engagement programs have helped shape the development of this Plan along with specific deliverables in the accompanying Delivery Program and Operational Plan.

In response to the pandemic and restrictions impacting Council's ability to undertake face to face engagement activities with the community during the development phase of this Plan, Council established its online engagement platform Participate Burwood in late 2021. The above efforts saw more than 1000 community members directly engage with Council on priority projects and initiatives further enhancing the creation of Burwood2036.

## Towards Burwood 2036 Engagement Program

367 community members engaged

The Towards Burwood 2036 Engagement Program involved the following activities from July to September 2021:

- Release of the Towards Burwood 2036 Issues Paper inviting submissions.
- A Towards Burwood 2036 online and printed survey delivered to all households in the Burwood Local Government Area.
- A series of online conversations and focus groups involving community leaders and advisory group members.



### What we heard

#### What you love about Burwood:

1. Transport and accessibility
2. Parks and open spaces
3. Shopping centres
4. Cultural diversity of the community
5. Convenience

#### What you would like to see changed:

1. Traffic and transport
2. More green spaces and parks
3. Better development
4. Improved town centres
5. More community events and arts activities

#### Priorities you would like to see Burwood achieve by 2036 (in order of priority):

1. Increasing green spaces
2. A welcoming and inclusive community where everyone belongs and feels connected
3. Providing high quality community and recreational facilities
4. Access to high quality and welcoming public spaces and places
5. Managing traffic, parking and supporting alternate modes of transport
6. Maintaining clean and safe streets and neighbourhoods
7. Ensuring development is high quality, sustainable and well designed
8. Access to a diverse range of community services for all ages and abilities
9. Supporting vulnerable people and those in need
10. Living sustainably and responding to pressures of climate change
11. Providing infrastructure that will support population growth
12. An open, transparent and responsible Council



# Our vision

Burwood is a welcoming and inclusive community that is defined by our diversity of people, liveable places and progressive ideas. We acknowledge and celebrate our history and place, protect our heritage and environment and share a quality of life that is equitable, sustainable and supports each other to thrive and prosper.



# Guiding principles

Our guiding principles underpin the Community Strategic Plan and all our decision making processes.

## Sustainability now and for the future

We support and champion social, environmental, economic and civic leadership outcomes and work in a way that does not compromise the needs and ecological sustainability of present and future generations.

## Bound by social justice

We consider the four key components of social justice principles being:

### Equity

Fairness in decision-making, prioritising and allocation of resources, particularly for those in need

### Access

Fair access to services, resources and opportunities to improve quality of life

### Participation

The maximum opportunity to genuinely participate in decision making

### Rights

Participate in community life

# Linking vision to action

This is how the Community Strategic Plan supports the community vision and the principles that frame how we will achieve it:



# Introducing the strategic directions

Each direction describes our vision of where we want to be in 2036.





# Inclusive community and culture

A thriving community where diversity is embraced, everyone is valued, connected and has the opportunity to contribute and belong.

Community Outcome	Strategy	Council's Role
<b>1.1</b> A welcoming community that cares and looks after each other	<b>1.1.1</b> Support and deliver initiatives that encourage social inclusion and community connections	Leader Partner Advocate
	<b>1.1.2</b> Facilitate equitable access to services and facilities at all stages of life	Leader Advocate
	<b>1.1.3</b> Support community resilience initiatives to adapt to changing circumstances	Leader Partner
	<b>1.1.4</b> Acknowledge, respect and engage First Nations peoples, their culture and heritage	Leader
<b>1.2</b> A healthy and active lifestyle where people experience a sense of connection and wellbeing	<b>1.2.1</b> Provide access to formal and informal life-long learning and recreation opportunities, facilities and services	Leader Partner Advocate
	<b>1.2.2</b> Ensure people of all abilities and backgrounds can enjoy our public spaces and places	Leader Advocate
	<b>1.2.3</b> Provide opportunities for people to participate in activities and events that celebrate our diverse community, history and culture	Leader



# Places for people

Our places are built around people, protecting our heritage and are well planned and liveable with housing, transport and infrastructure that meet the diverse and changing needs of our community.

Community Outcome	Strategy	Council's Role
<b>2.1</b> An urban environment that maintains and enhances our sense of identity and place	<b>2.1.1</b> Facilitate well designed, high quality and sustainable land use and development that is appropriately scaled to complement its surroundings	Leader Partner Advocate
	<b>2.1.2</b> Protect our unique built heritage and maintain or enhance local character	Leader Advocate
	<b>2.1.3</b> Promote greater diversity of quality housing and affordability to meet current and future community needs	Leader Partner Advocate
<b>2.2</b> Sustainable, integrated transport, infrastructure and networks support population growth and improve liveability and productivity	<b>2.2.1</b> Plan and manage transport infrastructure to meet current and future community needs	Leader Advocate
	<b>2.2.2</b> Plan for a city that is safe, accessible and easy to get to and move around in	Leader Partner
<b>2.2</b> Sustainable, integrated transport, infrastructure and networks support population growth and improve liveability and productivity	<b>2.3.1</b> Plan and deliver quality public spaces and open spaces that fulfil and support diverse community needs and lifestyles	Leader Partner Advocate



# Sustainable and protected environment

We work together to protect our natural resources and assets to ensure that our impact on the environment is reduced so we and future generations can live in a clean and sustainable environment.

Community Outcome	Strategy	Council's Role
<b>3.1</b> The urban forest and natural environment are maintained, enhanced and connected	<b>3.1.1</b> Maintain and increase green spaces, the urban tree canopy and enhance biodiversity corridors	Leader Advocate
<b>3.2</b> People and infrastructure contribute positively to the environment and respond to climate change	<b>3.2.1</b> Deliver efficiency and innovation in the use of resources	Leader
	<b>3.2.2</b> Develop strong planning controls to protect and support a green and sustainable environment	Leader Advocate
	<b>3.2.3</b> Improve waste reduction, recycling and re-using practices in homes, workplaces, development sites, public places and Council assets	Leader Partner Advocate



# Vibrant city and villages

Our business and entertainment precincts are economically sustainable and prosperous where residents, workers and visitors enjoy diverse retail, dining and entertainment experiences and interesting places that are attractive, active and welcoming.

Community Outcome	Strategy	Council's Role
<b>4.1</b> A thriving city and centrally located, strategic business and employment hub within Sydney	<b>4.1.1</b> Promote Burwood as a great place to live, work, visit and invest in	Leader Partner
	<b>4.1.2</b> Facilitate the growth and prosperity of local businesses and target the growth of business sectors and growth industries	Leader
<b>4.2</b> Safe, clean and activated streets, centres and public places are enjoyed by people day and night	<b>4.2.1</b> Develop place planning to activate the CBD, high streets and villages to support local businesses and foster local identity, creativity and culture	Leader Partner Advocate
	<b>4.2.2</b> Plan and deliver infrastructure, services and information which safeguard public health and support community safety	Leader Partner Advocate



# Open and collaborative leadership

A strong local democracy with an actively engaged community who are listened to, respected and who trust in our leaders.

Community Outcome	Strategy	Council's Role
<b>5.1</b> A well informed community active in civic life, local planning and decision making	<b>5.1.1</b> Deliver strategic, relevant communications which facilitate understanding, dialogue and participation	Leader Partner
	<b>5.1.2</b> Provide opportunity for engagement with the community to inform Council's decision-making	Leader
<b>5.2</b> Effective, innovative and collaborative leadership is underpinned by open, transparent and responsible governance	<b>5.2.1</b> Conduct Council business with transparency, accountability, compliance and probity that ensures community confidence in decision making	Leader
	<b>5.2.2</b> Deliver innovation and excellence in customer experience and services delivery	Leader Partner Advocate
	<b>5.2.3</b> Build and maintain strong partnerships and advocate on behalf of the community	Leader Advocate



# Monitoring our progress

Government agencies, Council, local business and the community all have a role to play in the implementation of this Plan. We have developed a set of measures that will help us to gauge how well we are progressing towards our 2036 Vision for Burwood. These will indicate the success of our collective actions in delivering our desired Community Outcomes. The measures will be reported on every four years as part of the State of the City Report prepared by each outgoing elected Council.

## Inclusive community and culture

Community Outcome	Measure	Baseline	Source
1.1 A welcoming community that cares and looks after each other	Increase % of residents who agree/strongly agree they feel part of their local community	54%, 2021	Community Satisfaction Survey, Micromex Research
	Increase % of residents who agree/strongly agree that Burwood is a harmonious, respectful and inclusive community	67%, 2021	Community Satisfaction Survey, Micromex Research
	Maintain/increase % of residents satisfied with programs and support for people from multicultural backgrounds	89%, 2021	Community Satisfaction Survey, Micromex Research
	Maintain/increase % of people volunteering	14%, 2016	ABS Census,
	Increase in Socio-Economic Index for Area (SEIFA) score	999, 2016	Population and Housing
1.2 A healthy and active lifestyle where people experience a sense of connection and wellbeing	Maintain/increase % of residents who rate quality of life in Burwood LGA as good to excellent	92%, 2021	Community Satisfaction Survey, Micromex Research
	Increase in % of residents who agree/strongly agree they have enough opportunities to participate in sporting or recreational activities	48%, 2021	Community Satisfaction Survey, Micromex Research
	Decrease in % of adults with obesity and type 2 diabetes in Sydney Local Health District	57% adults with obesity; 11% Type 2 diabetes, 2020	NSW Population Health Survey, NSW Health
	Decrease in % of adults who experienced high or very high psychological distress in Sydney Local Health District	18% 2020	NSW Population Health Survey, NSW Health
	Increase in % of people attending university and TAFE	12.8% attending university; 2.5% attending TAFE	ABS Census, Population and Housing
	Increase in % of children on track in first year of school	Physical: 76% Social: 77% Emotional: 78% Language: 86% Communication: 73%, 2018	Australian Early Development Census
	Reduction in % of households without internet at home	12%, 2016	ABS Census Population and Housing

## Places for people

Community Outcome	Measure	Baseline	Source
<b>2.1</b> An urban environment that maintains and enhances our sense of identity and place	Increase in % of residents who feel housing in the area is affordable	18%, 2021	Community Satisfaction Survey, Micromex Research
	Increase in diversity of housing types	High density: 36%, medium density: 24%, separate house: 39%, 2016	ABS Census, Population and Housing
	Decrease in % people experiencing housing rental and mortgage stress	33% rental and 14% mortgage, 2016	ABS Census Population and Housing
	Increase in resident satisfaction with development compatibility with the local area	65%, 2021	Community Satisfaction Survey, Micromex Research
	No decrease in number of heritage items or conservation areas	233 Heritage Items and 21 Heritage Conservation Areas, 2012	Council data
<b>2.2</b> Sustainable, integrated transport, infrastructure and networks support population growth and improve liveability and productivity	Increase in % of households without a private vehicle	20%, 2016	Community Satisfaction Survey, Micromex Research
	Increase in number of walking only and walking linked trips	20,000 walk only and 35,000 walk linked	ABS Census, Population and Housing
	Increase in the number of electric vehicle charging options	Baseline to be determined	Council data
<b>2.3</b> Public and open spaces are high quality, welcoming, accessible and enjoyable places seamlessly connected with their surroundings	Increase in the number and size of public/open spaces in Burwood and Strathfield	76,482 sqm (Burwood) and 2,325 sqm (Strathfield), 2019	Council data
	Maintain/increase the number of sports and recreation spaces	16, 2021	Council data
	Increase use of smart technology in public places and facilities	Baseline to be determined	Council data
	Reduction in % of households without internet at home	12%, 2016	ABS Census Population and Housing

## Sustainable and protected environment

Community Outcome	Measure	Baseline	Source
<b>3.1</b> The urban forest and natural environment are maintained, enhanced and connected	Increase tree canopy cover to 25%	17%, 2020	Royal Melbourne Institute of Technology
	Increase in open space across the LGA	375,983 sqm, 2019	Council data
	Improved overall health rating of local Cooks River	D, 2017	Cooks River Alliance
<b>3.2</b> People and infrastructure contribute positively to the environment	Reduction in energy and water consumption of Council facilities	Annual electricity usage 3,094,155 kWh and water consumption 35.751kL, 2020/21	Azility
	Increase in the use of solar and reduction in daily average per customer electricity usage	684 residential properties with solar and 12.8 kWh electricity per customer per day in Burwood LGA, 2018/19	Local Council Community Electricity Report, Ausgrid
	Maintain/Increase % of people who use public transport to travel to work	40%, 2016	ABS Census, Population and Housing
	Decrease in total waste diverted to landfill	8,000 tonnes of general waste, 2,161 tonnes of recycling and 2,341 tonnes of green waste, 2019/2020	Council data



## Vibrant city and villages

Community Outcome	Measure	Baseline	Source
<b>4.1 A thriving city and centrally located, strategic business and employment hub within Sydney</b>	Increase in Burwood self-containment	15%, 2016	ABS Census, Population and Housing
	Maintain/increase % of people who work in Burwood LGA and live in other LGAs	85%, 2016	ABS Census, Population and Housing
	No loss of GDP	\$2,785 million, 2020	National Institute of Economic and Industry Research
	Decrease in local unemployment rate	7.6%, 2016	ABS Census, Population and Housing
<b>4.2 Safe, clean and activated streets, centres and public places are enjoyed by people day and night</b>	Increase in % of people who feel safe in their area during the day and night	97% day and 68% night, 2021	Community Satisfaction Survey, Micromex Research
	Reduction in number of accidents and people killed or injured	77 crashes and 89 people killed/injured, 2019	NSW Department of Transport
	Reduction in the number of incidents across all offence types	2,808 incidents, 2021	NSW Recorded Crime Statistics, Bureau of Crime Statistics and Research
	Increase in % of residents satisfied with attractiveness of town centres	88%, 2021	Community Satisfaction Survey, Micromex Research

## Open and collaborative leadership

Community Outcome	Measure	Baseline	Source
<b>5.1 A well informed community active in civic life, local planning and decision making</b>	Increase in % of residents who describe Council's level of community engagement as good to excellent	66%, 2021	Community Satisfaction Survey, Micromex Research
	Maintain/increase % of residents who are at least somewhat satisfied with Council's level of communication	87%, 2021	Community Satisfaction Survey, Micromex Research
<b>5.2 Effective, innovative and collaborative leadership is underpinned by open, transparent and responsible governance</b>	Maintain/increase % of residents who are at least somewhat satisfied with Council's transparency and integrity in decision making	85%, 2021	Community Satisfaction Survey, Micromex Research
	Maintain/increase % of residents who are at least somewhat satisfied with Council's performance	94%, 2021	Community Satisfaction Survey, Micromex Research
	Increase in % of successful grant applications awarded to Council	Baseline to be determined	Council data
	Increase in collaborations and joint projects	Baseline to be determined	Council data



# Aligning with NSW State goals and priorities

Council is committed to working with other levels of government, not only to advocate for the community on issues of concern but to support overarching strategies that will benefit our community and local government area.

Burwood has been identified in state planning as a strategic centre within greater Sydney. In developing Burwood2036 consideration has been given to aligning our community outcomes with NSW State Government priorities and plans.

	Inclusive community and culture	Places for People	Sustainable and protected environment	Vibrant city and villages	Open and collaborative leadership
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## NSW 2021 State Plan Goals

Rebuild the economy		X		X	
Return quality services	X	X	X	X	X
Renovate infrastructure		X	X		
Strengthen our local environment and communities	X		X		
Restore accountability to government					X

## Premier's priorities

A strong economy				X	
A higher quality education	X				
Well connected communities & quality local environments	X	X	X	X	
Putting customer at the centre of everything we do					X
Breaking the cycle of disadvantage	X	X			

## Eastern City District Plan directions

Infrastructure supporting new developments		X			
Working together to grow a Greater Sydney		X		X	X
Celebrating diversity and putting people at the heart of planning	X	X			
Giving people housing choices		X			
Designing places for people		X			
Developing a more accessible and walkable city		X			
Creating the conditions for a stronger economy		X		X	
Valuing green spaces and landscape			X		
Using resources wisely			X		X
Adapting to a changing world		X	X		



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