



Burwood ^{Inc.1874}

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

ATTACHMENTS

**Burwood Council Meeting
13 February 2024
6:00 PM**

TABLE OF CONTENTS

General Business

- 1. Council submission on Transport Oriented Development (TOD) Program - Croydon Precinct**
Attachment 1: Interim Council Submission on Transport Oriented Development Program 3

- 2. Draft Customer Experience Strategy 2024 - 2027 - For Adoption**
Attachment 1: Draft Customer Experience Strategy 2024 - 2027 - For Adoption.. 60

- 3. Draft Multicultural Burwood Strategy 2024 - 2028 - Endorsement for Public Exhibition**
Attachment 1: Culturally Diverse Communities of Burwood Research Paper 100
Attachment 2: Draft Multicultural Burwood Strategy 2024 - 2028 196

31 January 2024



Interim Submission

Transport Oriented Development
Program (TOD) - Croydon Precinct



Burwood
Inc.1874

Burwood Council
2 Conder St, Burwood 2134
PO Box 240 Burwood NSW 1805

P (02) 9911 9911
E council@burwood.nsw.gov.au
www.burwood.nsw.gov.au

Contents

Executive Summary and Recommendations.....	3
Recommendation A.....	3
Recommendation B.....	3
1. Introduction.....	5
Background.....	5
2. Matters of Concern.....	10
2.1 Adverse impacts on existing character of Croydon.....	11
2.2 Impact of future development on Heritage Conservation Areas.....	14
2.3 Impact on existing infrastructure and framework for the delivery of new/upgraded infrastructure.....	15
2.4 Delivering capacity consistent with Council strategies.....	16
2.5 Timeframes and community consultation.....	18
3.6 Other General Comments.....	20
3. Recommendations.....	22
Recommendation A.....	22
Recommendation B.....	23

Attachments

1. Character snapshot – Croydon
2. Draft preliminary heritage assessment - proposed Croydon TOD SEPP Precinct.
3. Screenshot – Participate Burwood Landing page - Petition

Executive Summary and Recommendations

Burwood Council has long been an advocate for the implementation of policy to increase the supply of new housing near existing transport corridors, community services and open spaces. Council also works closely with our community to ensure that the identification of areas for future housing is well planned and supported by a strong evidence base, with proper consideration given to ensuring that these areas are supported by adequate and appropriate infrastructure to meet the needs of our rapidly growing population.

Due to the timing of the release of the proposed Transit Oriented Development (TOD) SEPP and the timeframe for submissions this submission has not been formally presented to the Council and, as such is an interim submission.

Burwood Council officers support the principle of addressing the issue of housing delivery during this housing crisis, however have critical concerns in relation to the broad application of the proposed TOD SEPP and the identification of Croydon as a Tier Two Precinct.

Of particular concern is:

- The timing of the announcement just before the Christmas break
- The lack of consultation with Council and its community
- The failure to provide the technical studies and assumptions utilised for the decision to identify Croydon as one the 31 Tier Two Precincts including the projected impact on the established heritage conservation areas present in Croydon
- The anticipated speed at which the State Government will progress with intents to enact this legislation.

The following recommendations are presented for consideration by DPHI:

Recommendation A

Council requests that DPHI not include Croydon as a Tier Two Precinct in the proposed TOD SEPP. This will allow Council to focus its resources on ensuring that within the next 12 months the following will be undertaken to ensure that there is a pipeline of available land across the Burwood LGA to ensure the delivery of housing:

- Finalise the planning framework framework for the Burwood North Precinct
- Investigate other opportunities along the Parramatta Road Corridor which could support increased capacity to deliver additional housing

Recommendation B

Should DPHI seek to progress with the inclusion of Croydon as a Tier Two Precinct in the proposed TOD SEPP notwithstanding the request in *Recommendation A* above, Council requests that prior to the commencement of the provisions of the TOD SEPP for the Croydon Precinct:

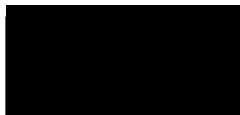
- (i) Delay the implementation of the TOD SEPP, and specifically the Croydon Precinct, to allow Council to undertake a robust planning process to investigate opportunities within the Croydon Precinct and/or identify alternative precincts which could facilitate a pipeline for the delivery of housing.

- (ii) Provide financial support to assist in undertaking an expedited review (to be completed before August 2024). This would include the preparation of any relevant supporting studies which would inform the preparation of a masterplan to establish the vision, principles for the Precinct/s. This would be supported by an Implementation Plan which could then be incorporated into the TOD SEPP.
- (iii) Council is given the opportunity to review and provide feedback on any modelling and technical studies that informed the identification of Croydon, including but not limited to:
 - o Planning assumptions
 - o Criteria for the selection of Precincts
 - o Spatial data
 - o Feasibility analysis
 - o Infrastructure capacity analysis – road and rail network
 - o Streetscape character analysis and heritage assessment
 - o Constraints mapping
 - o Infrastructure needs analysis – open space, community facilities
- (iv) DPHI collaborate with Council on any proposed planning objectives and controls for the Croydon Precinct to ensure that future development does not result in diminishing the heritage and streetscape character values of the Precinct and which may result in poor built form outcomes and irreversible impacts on the amenity of existing residents in the Precinct.
- (v) DPHI provide information on the proposed Affordable Housing Contributions Scheme including the proposed mechanisms to ensure the delivery of affordable housing across the Precinct
- (vi) DPHI provide information on any assessment that has been undertaken with respect to required infrastructure to support the future growth in the Precinct and how the delivery of new infrastructure (open space, community facilities etc) is proposed to be funded (delivery and ongoing maintenance).

If you have any questions regarding this submission, please do not hesitate to contact:

- Ryan Cole, Director City Strategy at Ryan.Cole@burwood.nsw.gov.au; or
- Rita Vella, Manager City Planning at Rita.Vella@burwood.nsw.gov.au.

Regards,



Tommaso Briscese
General Manager

Interim Burwood Council Submission:

Transport Oriented Development Program – Croydon Precinct

1. Introduction

Background

On Thursday 7 December 2023 the Premier, Chris Minns and the Minister for Planning and Public Spaces, Paul Scully issued a media release titled *A Shared Responsibility: The plan to begin addressing the housing crisis in NSW*.

The media release identified a program to accelerate the delivery of housing across Greater Sydney, titled the Transport Orientated Development Program ('the Program').

Consultation & Timeframe

No consultation was undertaken with Councils or the Community as part of the development of this program and the timing of announcement has come as a surprise to many.

We note that the Program includes two tiers: Tier One – Accelerated Precincts and Tier Two – Rezoning:

- Tier One – Accelerated Precincts identifies eight Sydney transport hubs for accelerated rezoning for the delivery of up to 47,800 new, well located, high and mid-rise homes over the next 15 years. No precincts within the Burwood LGA have been identified.
- Tier Two – Rezoning, however is proposing to snap rezone 31 locations across NSW, within 400m of Metro or suburban rail stations to make 3-6 storey residential flat building permissible in all residential zonings. Croydon is one of these locations that has been announced.

To implement the identified changes to the planning system, the NSW Government has announced it will apply a State Environmental Planning Policy (SEPP). SEPPs under the Environmental Planning and Assessment Act 1979, override and can switch off provisions under any subordinate Local Planning provisions such as Local Environment Plans or Development Control Plan. Variable on the wording of such SEPPs, the effect of any Council controls can be dismissed or limited in assessments and Land & Environment Court appeals. This is particularly relevant in circumstances such as this, where a SEPP introduces new permissible uses which were not envisaged under local provisions.

Whilst the approach and timeline is disappointing Burwood Council welcomes the opportunity to provide feedback on the proposed program in which the Department of Planning, Housing and Infrastructure ('DPHI') documentation Croydon as one of 31 Tier Two suburbs, citing that the area has *enabling infrastructure capacity to support additional housing growth*.

Council understands that detail and wording associated with a TOD SEPP (yet to be released for review) under the Program is proposed to come into effect from 1 April 2024, however submissions to the program must be received to DPHI by 31 January 2024. It should be noted that due to lack of information provided by DPHI, the time frame given for feedback on the Program, coupled with the December/January holiday period, we have been unable to complete any detailed analysis or formally present this submission to Council for endorsement.

As such, the comments contained in this submission are officer-level comments, not endorsed by the elected Council, and as such should be considered as only an interim submission. We intend that this submission will be followed by a formally endorsed Council submission following the scheduled DPHI Elected Council briefing on Thursday 22 February 2024.

Meeting our housing targets

Council wishes to acknowledge the efforts of the DPHI in responding to the targets established by the National Housing Accord in the preparation of this Program and broadly supports the aims of the Program based on its premise to increase the supply of new housing near existing transport corridors, community services and open spaces.

Burwood Council has long been an advocate for the implementation of policy to increase the supply of new housing near existing transport corridors, community services and open spaces. Council also works closely with our community to ensure that the identification of areas for future housing is well planned and supported by a strong evidence base, with proper consideration given to ensuring that these areas are supported by adequate and appropriate infrastructure to meet the needs of our rapidly growing population.

A recent example of the success of working closely with our community is Council's draft Burwood North Precinct Masterplan which has recently completed public exhibition. Council has, in its development of the draft Burwood North Precinct Masterplan, sought to maximise the possibilities for additional housing capacity in and around key transit corridors of Parramatta Road and Sydney Metro West. In developing this Plan, Council is proud to have developed and exhibited a draft Masterplan that has achieved capacity for new housing within the Burwood-Croydon precinct in excess of the targets established by the District Plan and

the Parramatta Road Corridor Urban Transformation Strategy (PRCUTS) and our community has been supportive of the proposed uplift identified in the draft Masterplan, on the premise that future development in and around our character and heritage conservation areas does not detract from the existing streetscape and neighbourhood character.

Balancing our heritage with development

Burwood is a local government area proud of its diverse collection of places, each rich in their own distinctive local character. Council is however, concerned with the impact of applying a broad-brush approach to delivering housing density via the introduction of a SEPP without careful consideration and management of unique local constraints which could diminish the suburban characteristics that make that place distinctive and highly desirable and liveable place.

As part of the Program, the DPHI has identified Croydon as one of 31 Tier Two suburbs. Council does not support the introduction of the TOD SEPP within the limited timeframe of April 2024, and without any detailed analysis by Council to determine the impact of the proposed changes. The expedited process in which the TOD SEPP is being introduced goes against general planning practice and Council's approach to working with our community to ensure the delivery of well-located and designed housing, ensuring the future liveability of our neighbourhoods.

Croydon is a suburb which is highly valued by its community for its unique village character and is dominated by beautiful streetscapes, intact heritage dwellings and a generous heritage conservation area south of Croydon rail station (Malvern Hill Estate Heritage Conservation Area). The area is conducive to a bespoke approach to housing delivery where planning instruments reflect a localised strategic plan which represents the local aspirations for housing growth, whilst ensuring the character value enjoyed by the community is not lost or destroyed with inappropriate in-fill development.

Access to information to make an informed submission

Council understands that DPHI has relied upon a robust planning, infrastructure and spatial evidence base when determining the appropriateness of each of the Tier Two locations. The information that is currently on exhibition is insufficient and does not provide adequate information for Council to determine the full extent of the potential implications on our community and Burwood Council's future land use vision for the Croydon precinct. We are concerned that the apparent void of supporting evidence and accompanying rationale for the

Croydon precinct selection will result in poor planning outcomes for the neighbourhood – this is a significant concern also shared by the residents of Croydon and the greater Burwood LGA.

In order for Council to better understand the rationale for the identification of Croydon as a Tier Two suburb we request that DPHI provide the planning, infrastructure and spatial data which formed the basis for the identification of Croydon. Having access to this information will also allow us to expedite any future local investigations of the precinct.

The Croydon precinct identified in the program straddles the local government area boundary shared with Inner West Council ('IWC'). Although Council has reached out to our counterparts at IWC, we have not yet been able to arrange a meeting to discuss the proposal. Burwood Council acknowledges that a cooperative and coordinated approach by both Councils is necessary to ensure that planning outcomes deliver well designed housing, including affordable housing, supported by adequate infrastructure. This is critical to ensuring the delivery of a liveable place and is a priority for Burwood Council. Burwood Council welcomes the opportunity to collaborate with our neighbouring Council on a localised strategy for the Croydon precinct but is also concerned that such an endeavour requires a commitment of resources and negotiated outcomes by both Councils which can take time.

Currently, Burwood Council's priority is the delivery of the planning controls for the Burwood North Precinct, situated adjacent to the Burwood Town Centre on the South West Metro line and which will create the capacity to deliver in excess of 5,000 new dwellings within the Burwood LGA. The announcement of the Program, and the identification of the Croydon Precinct has put additional resourcing and financial pressure on Council's City Planning team and detracts from the delivery of the planning framework for the Burwood North Precinct and future work along the Parramatta Road Corridor. In order to ensure that any future changes to cross boundary planning controls are appropriately modelled and delivered, Council also needs to be resourced and supported financially.

Resourcing to develop a robust planning framework

In addition to resources and a budget, Council needs sufficient time to ensure that the development of the local planning controls not only deliver high quality housing but delivers good design, good amenity and place based outcomes so as to ensure the neighbourhood remains liveable and identifies and establishes a mechanism for the delivery of suitable infrastructure to support both the existing and future residents. The lack of adequate and thoughtful planning has the potential for irreversible outcomes on local communities and

neighbourhoods – this goes against good planning practice and Council's land use vision for the Burwood LGA.

Council has to date worked closely and collaboratively with DPHI to ensure the delivery of adequately zoned land across the Burwood LGA to meet housing growth targets, consistent with the District Plan. The announcement in early December 2023 to include Croydon in the proposed TOD SEPP came as a surprise to Council and the community.

Engaging with our community

In response to the announcement, Council, at its meeting on 12 December 2023 resolved to write to all ratepayers in the proposed Croydon Precinct and inform them of the announcement to facilitate additional housing growth in Croydon. It was also resolved to run an on-line community petition, the results of which, are shared in this submission. The petition revealed concern that a sweeping application of generalised planning controls in this precinct would destroy the essence of the precinct and amongst others a common sentiment emphasising a lack of consideration for the heritage values and streetscape characteristics that are unique to the Croydon area. It is the community's desire to be involved in future strategic planning decisions that affect their neighbourhood.

As outlined above, Burwood Council is not opposed to developing a planning framework that provides opportunities for the delivery of housing, as long as this framework has been developed in consultation with our community and results in the delivery of great places and quality design, supported by adequate infrastructure.

We would welcome the opportunity to work collaboratively with the DPHI to ensure that we are delivering the capacity for future housing, while responding to the concerns of our community and protecting our highly valued and important character areas.

Below are additional detailed comments on the proposal as it impacts the Croydon Precinct.

2. Matters of Concern

The proposed application of planning controls under the proposed TOD SEPP would permit 6 storey residential apartment developments within 400m of Croydon Station (refer to Figure 1 below for extent of Precinct). This area includes a school precinct (PLC) and two locally significant highly intact Heritage Conservation Areas [Malvern Hill Estate (circa 1909) and Cintra Estate (1911- 1920)], along with a number of locally listed heritage items.

Council is concerned that amending the planning controls to allow for residential apartment dwellings within a cohesive heritage conservation area and adjacent to heritage items without any detailed urban design requirements and a limited understanding of the constraints within the Precinct will likely result in irreversible built outcomes which will compromise the amenity of the neighbourhood, adversely impact on sensitive land uses and destroy the highly valued streetscape and local character area of Croydon village.

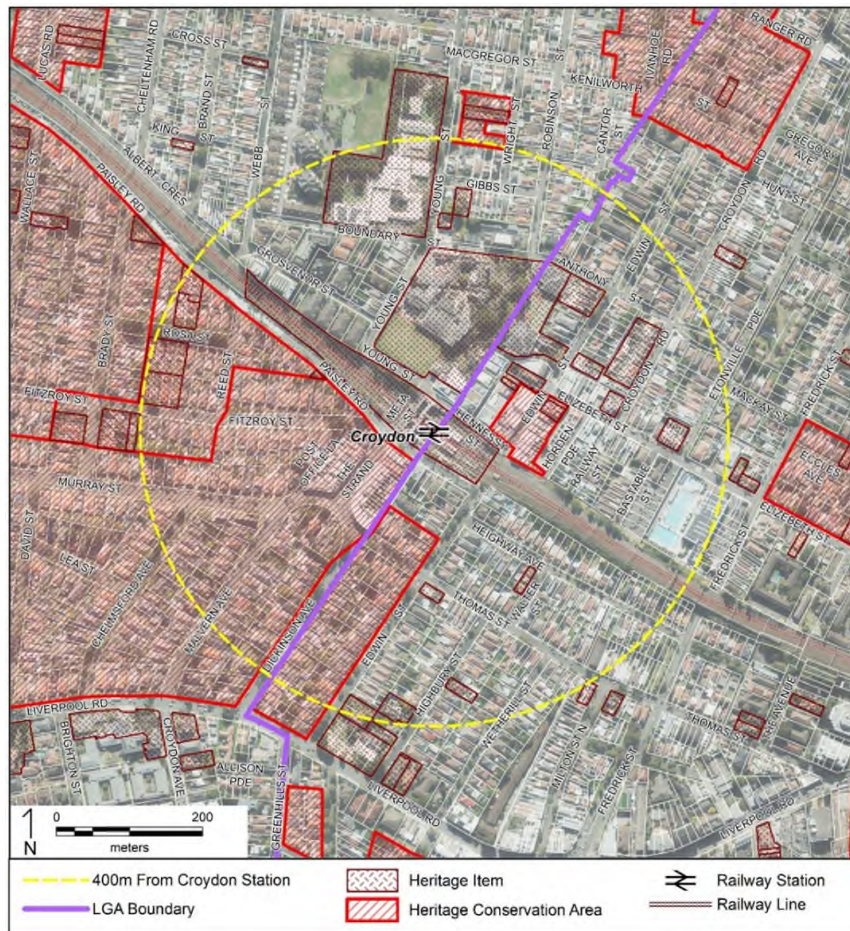


Figure 1: Proposed TOD SEPP – Croydon Precinct - 400m radius with heritage overlay

Council requests consideration of the following matters detailed below and further consultation with Council prior to drafting and finalisation of the TOD SEPP.

2.1 Adverse impacts on existing character of Croydon

North of Croydon Railway Station – Burwood LGA

The area north of Croydon railway station is predominantly characterised by medium to high density strata developments and two major schools, on significant land parcels, with single to two storey residential dwellings scattered across the remainder of the area.

A Meriton development from the early 2000's, which is strata titled occupies the largest lot to the north-west of the area bounded by Webb Street and Boundary Street, and is currently zoned R1 General Residential. The complex is comprised of double-storey townhouses, two 8-storey apartment towers and significant open space and recreational facilities. The remaining R1 zoned land bounded by Young Street, Boundary Street, Webb Street and the rail corridor contains 3-storey villas and flat buildings from the 1990s, as well as more recent high density residential apartments up to 8 storeys with contemporary design and material. There is also a three-storey Land and Housing Corporation development occupying significant land size addressing Young Street on the R1 zoned land.

The majority of the land zoned R2 Low Density Residential are occupied by Croydon Public School and Presbyterian Ladies College (PLC). The remaining low-density developments are situated on lots of mixed subdivision pattern and these dwellings are of varied age and architecture styles hence do not demonstrate a coherent character in the area.

South of Croydon Railway Station – Burwood LGA

The area south of the railway line within the Precinct contains two Heritage Conservation Areas (HCA) being Malvern Hill Estate (circa 1909) and Cintra Estate (circa 1911- 1920).

The Malvern Hill Estate is a locally significant heritage conservation area and is identified as one of the earliest heritage conservation areas in NSW, first listed in 1983. Malvern Hill Estate is a highly intact relatively large area of quality examples of Federation and California Bungalows on regular shaped blocks surrounded by wide tree-lined streets. The residential blocks are integrated within a cohesive neighbourhood shopping centre of rich architectural character with a central vegetated spine. The HCA is locally significant and has connections with a number of important Sydney people including Sir Bertram Stevens (Premier of NSW in the 1930s) and a number of well-known architects.



Figure 2: Chelmsford Avenue within Malvern Hill Estate Heritage Conservation Area (circa 1909)



Figure 3: The Strand shopping centre (circa 1913 – 1920)
within Malvern Hill Estate Heritage Conservation Area (circa 1909)



Figure 4: Acton Street (north of Croydon Station)

Cintra Estate is also a locally significant heritage conservation area of high aesthetic significance. It contains many intact examples of modest Federation Queen Anne and California Bungalows within garden settings on large allotments creating cohesive streetscapes. The Cintra Estate is an area representative of past town planning ideals and standards following the introduction of the Local Government Act in 1906. The area incorporates the largest identified group of reinforced concrete houses prior to 1920 and constructed for the private home buyer market. Cintra Estate has significance for its ability to demonstrate the ‘camerated concrete technique’, the earliest known reinforced concrete technique used for domestic construction in Australia. The 1916/18 concrete houses are important early examples of the California Bungalow style in Australia.

Refer to **Attachment 1** for character snapshot of Croydon.

2.2 Impact of future development on Heritage Conservation Areas

The Malvern Hill Estate (circa 1909) and Cintra Estate (circa 1911- 1920) HCAs within Croydon are considered to be highly intact examples of the garden suburb movement of the early 20th Century. There has been little change to the subdivision pattern and housing since the 1930s.

If the TOD SEPP proposal were to permit the demolition of contributory items for redevelopment as apartments within these HCAs, it would have a catastrophic adverse impact on the heritage character of Croydon and the Burwood LGA.

While Council supports heritage adaptation and contemporary living within HCAs, Council does not support the demolition of contributory buildings within HCAs. The diminishing of planning controls that protect our local heritage goes against Council and our community's vision for the future and our values.

Council's vision and the protection of its heritage is well documented in our strategies and policies, including the Burwood Community Strategic Plan 2036.

The TOD SEPP is proposing to allow redevelopment of sites with no minimum lot size or frontage requirements, potentially creating very narrow 6 storey developments built on blocks with limited (if any) setbacks, located within a Federation single and two storey streetscape. The visual impacts of having such dominant 'Obelisks' would have a substantial adverse impact on the heritage and streetscape character as they would be visible from every point and protrude into all views to and from heritage items and contributory buildings.

This would result in a poor heritage outcome with significant overshadowing issues, privacy issues and visual impacts on nearby contributory buildings and heritage items resulting in a poor built form and urban design outcome.

Refer to **Attachment 2** for a draft preliminary heritage assessment for the proposed Croydon TOD SEPP Precinct.

2.3 Impact on existing infrastructure and framework for the delivery of new/upgraded infrastructure

Council requests further information on DPHI's assumptions and modelling for the precinct in order to understand the potential increased demand for infrastructure including the existing road traffic network, pedestrian and cyclists, the provision of open space, waste collection and other community infrastructure. Council is required to plan for new infrastructure as well as any upgrades to existing infrastructure to meet the needs of a future population. Our infrastructure contributions plan will need to be reviewed and updated to ensure that any future infrastructure is identified and is able to be delivered.

In terms of the road network, the northern side of Croydon station consists of existing medium density developments within some very narrow streets and school zones. There is limited on-street parking which competes with commuter parking around the station and these issues could be exacerbated as a result of development delivered under the TOD SEPP provisions.

The introduction of greater density and maximum parking rates would have implications for traffic movement and impact on existing congestion pinch points within the precinct including The Strand (between Malvern Avenue and Paisley Road), Paisley Road, Queen Street, Meta Street/Young Street intersection, Young Street and Boundary Street during afternoon school peak and Malvern Avenue/Liverpool Road/Croydon Avenue intersection.

Pedestrian safety is also a concern in high pedestrian areas around the Station and school including The Strand, Hennessy Street, Queen Street, Paisley Road, Malvern Avenue, Young Street, Boundary Street, Webb Street and Cheltenham Road.

Council would also like to understand if any investigations have been undertaken by the DPHI to understand the cumulative impact of increasing population on existing public transport systems, specifically, the future capacity of Croydon Station and the T2 Line during peak school and commuter periods.

As part of any planning work that proposes to increase population, Council would also need to understand the impact on community facilities and open space. Council is interested to understand if the DPHI has any information of the proposed uplift and the impacts that this would have on existing community facilities and open space within the proposed precincts and how this demand is proposed to be met. In order for Council to understand the demand

impacts generated by the rezoning and any proposed development we would need to undertake a review of our Community Facilities and Open Space Strategy. This ideally would need to be undertaken prior to the implementation of any proposed changes.

Council also requests details on the proposed infrastructure contributions framework proposed to operate as part of the TOD SEPP and how money will be collected and delivered to Council to ensure the delivery of infrastructure for our community.

2.4 Delivering capacity consistent with Council strategies

When planning for future growth, Burwood Council has worked to identify areas for increased housing availability whilst ensuring limiting the impact on our HCAs and protecting significant heritage items.

Council's Local Strategic Planning Statement (LSPS) and Local Housing Strategy (LHS) provides actions to ensure that there is the capacity of land for the delivery of housing close to the Burwood Town Centre, which has been identified as a Strategic Centre in the District Plan and along the Parramatta Road Corridor, specifically around the future Burwood North Metro Station. Our controls also seek to promote City Excellence through the delivery of diverse housing options, opportunities for jobs, liveable places, delivery of public spaces and connections to world class public transport networks.

Council's LSPS is a 20-year plan that identifies opportunities for further investigation and evidence based review across the LGA to deliver a pipeline for future housing capacity. To date, Council has undertaken investigations and has developed the evidence based review for land adjoining the Burwood Town Centre and within the PRCUTS Precinct of Burwood North.

The proposal to introduce the TOD SEPP controls by April 2024 before Councils have commenced work on a preliminary analysis of their precincts will not lead to good design outcomes and could have serious consequences for liveability and the creation of place and also adversely impact on those aspects which our community highly values including streetscape character, local heritage and maintaining a "village" feel.

As outlined above, Council is not opposed to development, however this development must be planned in a way that protects those aspects that our community values and want to see retained. Under the Burwood Local Housing Strategy, Council has sought to take a balanced

approach to the delivery of land for future redevelopment – this approach focuses development in and close to the Burwood Town Centre while seeking to protect the streetscape and neighbourhood character of our surrounding historical suburbs, including the Malvern Hill Estate and Cintra Estate HCAs.

As the DPHI would be aware, Council has recently prepared and exhibited a draft masterplan for the Burwood North Precinct. Our community is generally supportive of the vision identified in the draft Burwood North Precinct Masterplan and understand the purpose of the masterplan in guiding the future direction and providing certainty in the delivery of outcomes for the Precinct - growth will continue in a coordinated way and not in an ad hoc manner via site specific developer led planning proposals. The master planning process for the Burwood North Precinct has been a successful one because it provides certainty for our community and clearly articulates the vision and principles to ensure that high quality development is delivered, supported by infrastructure.

This Burwood North Precinct work incorporates the area identified in PRCUTS and adjoining the Burwood North Metro Station. The draft masterplan proposes a significantly higher yield than was anticipated under PRCUTS and is seeking to deliver a planning framework that creates the capacity for approximately 5,300 new dwellings and 1,300 new jobs over the next 20 years as compared to PRCUTS targets of 3,200 dwellings and 664 jobs (Burwood LGA – Burwood-Concord Precinct under PRCUTS). Potentially, the Burwood North Precinct could provide more capacity for the future delivery of housing – our only barriers are objections from Transport for NSW and potentially Sydney Metro with respect to constraints - we are seeking the DPHI's support to work collaboratively with these authorities to ensure that the Burwood North Precinct is able to take the additional uplift.

As part of the work for the Burwood North Precinct Masterplan, Council is also preparing an Affordable Housing Strategy and Contributions Scheme to support the delivery of affordable housing. This work was on hold until the release of the Government's affordable housing reforms, however Council is aware that there is an affordable housing issue across Greater Sydney. It is unlikely that Council will have an affordable housing contributions plan in force by the introduction of the TOD SEPP in April 2024 and housing affordability issues will continue as a critical and intractable problem for those lower income (rental) households (those most in need) in areas of higher land values, like Burwood. There has been no detail provided as to how the proposed 2% Affordable Housing contributions will be administered in the case of Council not having an endorsed affordable housing contributions scheme.

Council requests that prior to any further work being undertaken on the TOD SEPP details are provided on how the delivery of affordable housing will be required under the TOD SEPP.

2.5 Timeframes and community consultation

As detailed above, Burwood's community understands the need for a robust and clear planning framework to ensure the delivery of housing. Our community also seeks that planning outcomes balance development with the protection of those areas and streetscapes which they highly value as well as maintaining areas that are liveable.

For these reasons, Council does not support the introduction of the TOD SEPP within the proposed expedited timeframe (April 2024), and prior to any detailed analysis of the Croydon Precinct having been undertaken by Council. Council is willing to work collaboratively and in a timely manner with the DPHI to identify opportunities where we can increase housing capacity, so that we can ensure the delivery of well design housing and maintain the liveability of Burwood.

Burwood Council prides itself on working closely with our community and ensuring that they have the opportunity to have a say, particularly on matters relating to planning our future suburbs. The timing of the release of the proposed TOD SEPP in mid-December, without any forewarning or detail is disappointing. The targeted consultation period over the Christmas and New Year holidays did not provide sufficient time to allow detailed consideration of the implications of the proposed TOD SEPP and how it relates to Council's adopted strategies. Given the significant volume of proposed housing and planning reforms being progressed through NSW planning system, reviewing and providing feedback for all items has significant resource implications for Councils.

As outlined above Council is not opposed to planning policy that creates opportunities to ensure that there is a pipeline for future housing, however such policy should be prepared collaboratively with Council so as to ensure that it does not result in poor outcomes for our community. Since the announcement in December, Council has not been provided with, or has been given an opportunity to review and provide feedback on any of the background work, technical reports etc. which were used to inform the identification of Croydon.

Council wants to work collaboratively with the State Government to ensure that quality outcomes are delivered. In order to do this effectively Council not only needs to be provided with access to the information, it also needs adequate time to review the information, provide

input and feedback and undertake any additional work to ensure the delivery of good outcomes. The timeframe for commencement of April 2024 does not allow for this to occur.

We are willing to work with DPHI and request that consideration be given to a staggered/delayed rollout of the Tier Two Precincts in the proposed TOD SEPP to provide to ensure adequate opportunity for Council review and input. Council would be open to working with DPHI to negotiate a timeframe for review and implementation of the planning controls. The timing of the release of the proposed TOD SEPP is also inadequate in terms of giving our community the opportunity to provide feedback. Council, at its meeting on 12 December 2023, resolved to write to all ratepayers in the area affected by the proposal and inform them of the DPHI's announcement to facilitate additional housing growth in Croydon.

It was also resolved to run an on-line community petition. The petition was set up on Council's Participate Burwood page from 22 December 2023 to 28 January 2024. <https://participate.burwood.nsw.gov.au/petition-against-nsw-government-proposal-re-zone-croydon> (Refer to **Attachment 3** for screenshot of landing page for petition)

During this period a total of 769 responses (petition website and physical petitions) were received. All 769 responses indicated they do not support the NSW Government's proposal to snap re-zone Croydon to allow multi-level development within 400m of the train station.

All 769 responses indicated that it was more appropriate for Council and its planning team, together with the Department of Planning and Environment, be involved in determining appropriate modelling for Croydon in consultation with the community.

The petition revealed concern from our community that a sweeping application of generalised planning controls in Croydon would destroy the character and "village" feel of the precinct and would adversely impact on the amenity, streetscape and result in a loss of important heritage. A common sentiment emphasises a lack of consideration for the heritage values and streetscape characteristics that are unique to the Croydon area and Burwood LGA.

All 769 responses indicated that it was more appropriate for Council and its planning team, together with DPHI, be involved in determining appropriate modelling for Croydon in consultation with the community and highlights the community's desire to be involved in future strategic planning decisions that affect their neighbourhood.

In addition to this interim submission, Council has also made representations to the State Member for Strathfield and the Minister for Planning and Public Spaces, the Hon. Paul Scully in a meeting held on 19 December 2023. At this meeting, Burwood Council reiterated that it

has long been an advocate for the implementation of policy to increase the supply of new housing near existing transport corridors, community services and open spaces.

It was also highlighted at this meeting the importance of working with our community to ensure a balanced approach to housing delivery; protecting those neighbourhoods and streetscapes that our community highly value and ensuring that the identification of areas for future housing is well planned and supported by a strong evidence base, with proper consideration given to ensuring that these areas are supported by adequate and appropriate infrastructure to meet the needs of our rapidly growing population.

3.6 Other General Comments

DPHI provided a high level briefing to Council on the proposed TOD SEPP on 25 January 2023. A number of issues were verbally raised by Council at this briefing session which are summarised as follows:

- The lack of detail around the proposed development standards that are proposed, including the detailed analysis (economic assessment, building massing etc) undertaken to arrive at the proposed development standards;
- Inadequate development standards (minimum lot size requirements, site amalgamation requirements and minimum frontage) to ensure the orderly economic development of land and to safeguard existing development so as to not adversely impact on the amenity of existing development and result in sites that are isolated;
- Councils must be given an opportunity to review on the draft SEPP prior to gazettal so that the planners have an understanding as to the outcomes that the proposed development standards will deliver. There should also be an opportunity to provide feedback on the draft SEPP and allow for objectives and provisions to be included which are tailored to ensure that development outcomes within the Precinct are of a high standard and do not detract from the amenity of existing residents or detract from the overall character.
- We anticipate that development applications will be submitted shortly after the gazettal of the SEPP so need to be assured that the provisions result in the delivery of quality design outcomes. A failure to ensure may result in applications being determined by the Land & Environment Court, and without appropriate objectives and provisions the result may be poor development outcomes.
- The proposed SEPP process to rezone land is inconsistent with the planning proposal process that the State Government requires Councils to undertake. Councils seeking a rezoning of a Precinct are required to prepare a Planning Proposal which must be

supported by studies that form an evidence base for the proposed changes. At a minimum, Council must prepare and publicly exhibit studies informing the community on a range of matters, including feasibility testing, traffic assessments, detailed design controls, community facilities and infrastructure supply and demand analysis. Even after this work is prepared and exhibited, the process to have a precinct rezoned can take months as Council is also required to work with other Authorities, who may put limitations on the uplift, such as Transport for NSW.

- In the Briefing, Council was advised that the proposed FSR and height controls are currently being modelled by DPHI's Urban Design Team and that as a result of this modelling these standard may change. Council should be given the opportunity to review this modelling and understand the assumptions that have been made prior to the gazettal of the SEPP
- A one size fits all approach to the amenity and design controls will not result in quality design outcomes. Council must have an opportunity to review the proposed controls and provide feedback as to how they might be tailored to ensure that redevelopment of sites delivers good design outcomes which does not adversely impact on the adjoining properties or on the character of the overall Precinct (where a uniform character already exists). The proposed amenity and design controls do not currently address podium heights and human scale and waste management.
- Councils must be given sufficient lead in time prior to gazettal of the SEPP to make any required updates to our Planning Certificate system to ensure that Certificates include information as required by the EP&A Regulation and are correct.
- DPHI must ensure that there has been transparency in its process of identifying Precincts and developing the draft SEPP. Councils have been provided with a high level briefing and limited information and have been invited to make draft submissions by 31 January 2024. A number of questions which were raised at the Briefing Session were noted but as answers could not be provided. Council is interested to understand if questions raised in Councils submission or during the Briefing Session (that have been taken on notice) will be formally responded to and will information be provided as to the next steps in the TOD SEPP process?

3. Recommendations

Burwood Council has long been an advocate for the implementation of policy to increase the supply of new housing near existing transport corridors, community services and open spaces. Council also works closely with our community to ensure that the identification of areas for future housing is well planned and supported by a strong evidence base, with proper consideration given to ensuring that these areas are supported by adequate and appropriate infrastructure to meet the needs of our rapidly growing population.

As outlined above, due to the timing of the release of the proposed TOD SEPP and the timeframe for submissions this submission has not been formally presented to the Council and, as such this submission is an interim submission.

Burwood Council officers support the principle of addressing the issue of housing delivery during this housing crisis, however have critical concerns in relation to the broad application of the proposed TOD SEPP and the identification of Croydon as a Tier Two Precinct. We seek the opportunity to work collaboratively with DPHI to deliver a more balanced approach to addressing housing delivery across the Burwood LGA – one that is planned to deliver high quality, well located housing and that protects our special and unique heritage areas, neighbourhoods and streetscape character.

In order to achieve this outcome, we present the following recommendations for consideration by DPHI:

Recommendation A

Council requests that DPHI not include Croydon as a Tier Two Precinct in the proposed TOD SEPP. This will allow Council to focus its resources on ensuring that within the next 12 months the following will be undertaken to ensure that there is a pipeline of available land across the Burwood LGA to ensure the delivery of housing:

- Finalise the planning framework framework for the Burwood North Precinct
- Investigate other opportunities along the Parramatta Road Corridor which could support increased capacity to deliver additional housing

Recommendation B

Should DPHI seek to progress with the inclusion of Croydon as a Tier Two Precinct in the proposed TOD SEPP notwithstanding the request in *Recommendation A* above, Council requests that prior to the commencement of the provisions of the TOD SEPP for the Croydon Precinct:

- (vii) Delay the implementation of the TOD SEPP, and specifically the Croydon Precinct, to allow Council to undertake a robust planning process to investigate opportunities within the Croydon Precinct and/or identify alternative precincts which could facilitate a pipeline for the delivery of housing.

- (viii) Provide financial support to assist in undertaking an expedited review (to be completed before August 2024). This would include the preparation of any relevant supporting studies which would inform the preparation of a masterplan to establish the vision, principles for the Precinct/s. This would be supported by an Implementation Plan which could then be incorporated into the TOD SEPP.

- (ix) Council is given the opportunity to review and provide feedback on any modelling and technical studies that informed the identification of Croydon, including but not limited to:
 - o Planning assumptions
 - o Criteria for the selection of Precincts
 - o Spatial data
 - o Feasibility analysis
 - o Infrastructure capacity analysis – road and rail network
 - o Streetscape character analysis and heritage assessment
 - o Constraints mapping
 - o Infrastructure needs analysis – open space, community facilities

- (x) DPHI collaborate with Council on any proposed planning objectives and controls for the Croydon Precinct to ensure that future development does not result in diminishing the heritage and streetscape character values of the Precinct and which may result in poor built form outcomes and irreversible impacts on the amenity of existing residents in the Precinct.

- (xi) DPHI provide information on the proposed Affordable Housing Contributions Scheme including the proposed mechanisms to ensure the delivery of affordable housing across the Precinct

- (xii) DPHI provide information on any assessment that has been undertaken with respect to required infrastructure to support the future growth in the Precinct and how the delivery of new infrastructure (open space, community facilities etc) is proposed to be funded (delivery and ongoing maintenance).

Note: The above information is critical for Council to gain an insight as to why the Croydon Precinct was identified and to confirm if the technical data and assumptions align with Council's assessment for the Precinct.



Attachment 1 – Character Snapshot - Croydon

ITEM NUMBER 1/24 - ATTACHMENT 1

Interim Council Submission on Transport Oriented Development Program



1 - Cheltenham Road



2 - Cheltenham Road near Waimea Street



3 - Cheltenham Road



4 - King Street near Brand Street



5 - Robinson Road near McGregor Street



6 - Robinson Street near Queen Street



7 - Hampton Court to Webb St
Webb Street strata development



8 - Queen Street near Alton Street



9 - Brand Street near King Street



10 - Webb Street near Boundary Street



11 - Webb Street Infringe



12 - Young Street LAHC site



13 - Robinson Street near Kenilworth

ITEM NUMBER 1/24 - ATTACHMENT 1

Interim Council Submission on Transport Oriented Development Program



1 - Blair Park



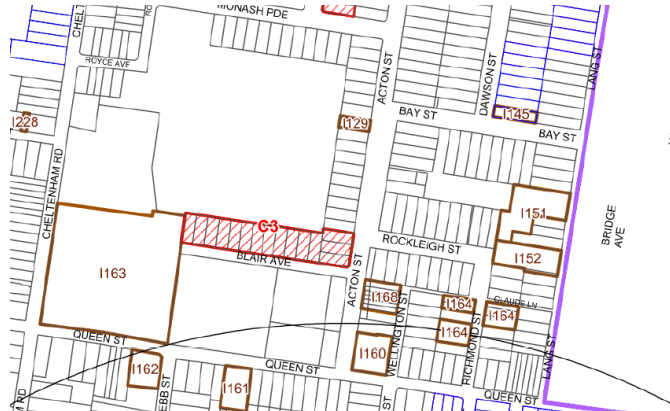
2 - Acton Street near Bay Street



3 - Acton Street near Bay Street



4 - Queen Street Acton Street



5 - Rockleigh Street



6 - Acton Street streetscape



7 - Rockleigh street



8 - Acton Street near Rockleigh Street

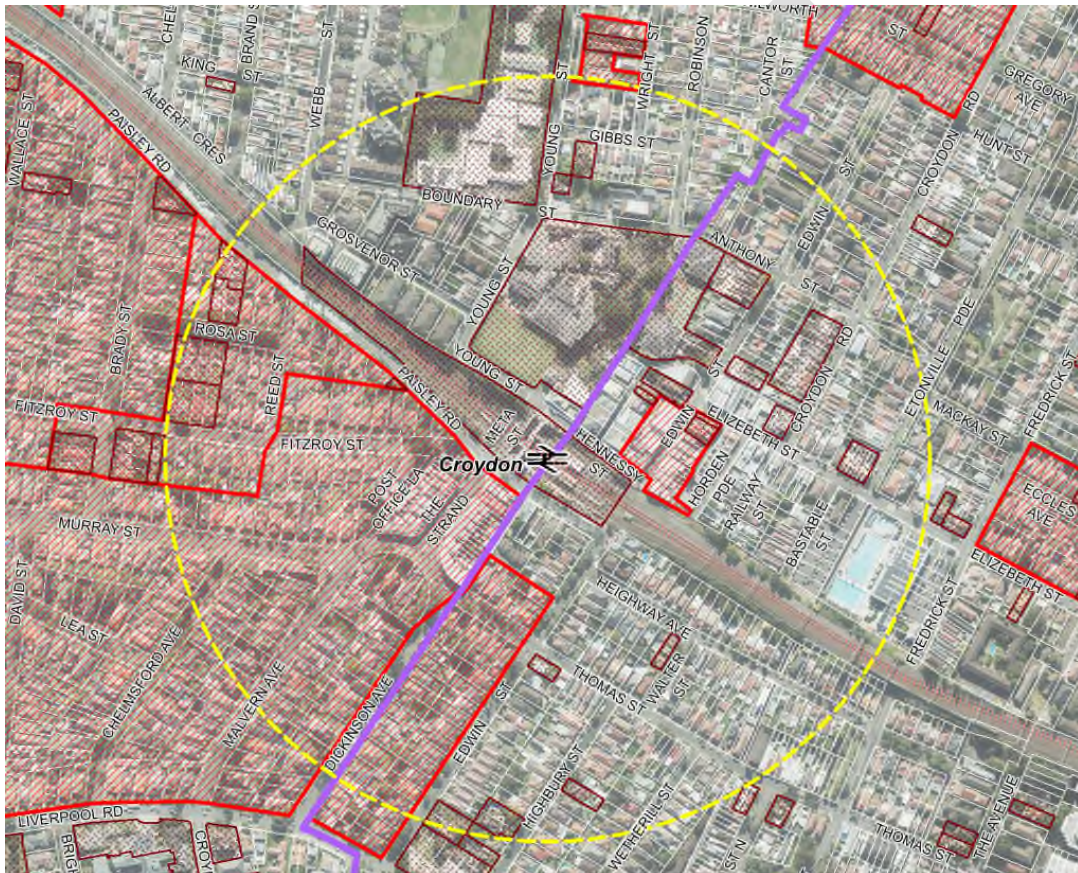


Attachment 2 –

**Draft preliminary heritage assessment – proposed
Croydon TOD SEPP Precinct**



CROYDON TRANSPORT ORIENTATED DEVELOPMENT – PRELIMINARY HERITAGE ASSESSMENT



Report Prepared by: Gavin Patton, Burwood Council
Date: January 2024

Table of Contents

1 Introduction 3

 1.1 Introduction 3

 1.2 Scope 4

 1.3 Author 5

 1.4 Methodology 5

 1.5 Limitations 5

2 Existing Heritage Context 6

3 Historical Aerial Image Comparison of the Appian Way 8

4 Potential Heritage Items 18

5 Contributory Mapping 24

6 Discussion 25

7 Conclusion 25

DRAFT

1 Introduction

1.1 Introduction

In December 2023 the NSW Government announced the Transport Oriented Development (TOD) program to help address the Housing Crisis in NSW.

There are two parts to the TOD program:

Part 1 – Accelerated Precincts will focus on 8 accelerated precincts to create infrastructure and capacity for new homes. Land within 1,200m of 8 rail and metro stations will be rezoned to allow for more housing including affordable housing. These 8 stations include Bankstown, Bays West, Bella Vista, Crows Nest, Homebush, Hornsby, Kellyville and Macquarie Park. None of the 8 stations are located within Burwood LGA. The Homebush accelerated precinct is adjacent to Burwood LGA.

Part 2 – Introduction of a TOD State Environmental Planning Policy (SEPP)

From April 2024, a new TOD SEPP will apply to 31 locations that have been identified to support additional growth, including Croydon station which is located in Burwood LGA and Inner West LGA.

The changes will allow:

- Residential apartment buildings in all residential zones (R1, R2, R3, and R4) within 400m of identified stations
- Residential apartment buildings and shop-top housing in local and commercial centres (E1 and E2) within 400m of identified stations

Proposed changes to planning controls:

- Maximum building height 21m (approx. 6 storeys)
- Floor space ratio 3:1
- No minimum lot size or lot width
- Minimum active street frontage controls in E1 and E2 zones
- Maximum parking rates

It also proposes to introduce new design criteria for mid-rise residential apartment buildings:

- Building separations
- Setbacks
- Vehicle access
- Visual privacy
- Communal open space

A notable departure from earlier schemes, is that the new planning controls will apply in heritage conservation areas. The NSW Government have said that merit-based assessment will continue to apply to developments in these locations and relevant heritage controls will apply to the extent they are not inconsistent with the new standards.

Apart from this broad statement, no other details regarding how the new SEPP will interact with heritage controls has been announced. Important questions include:

- Will the SEPP override LEP and DCP controls regarding the demolition of contributory buildings within a HCA? *This would be a disastrous outcome – yet hasn't been ruled out.*
- What other heritage controls will be overridden by the SEPP?
- Will the SEPP provide a new 'merit-based' streamlined assessment that won't take into account specific heritage conditions for highly intact and/or sensitive HCAs. For instance, Malvern Hill HCA, which is included in part of the impacted radius, has its own set of DCP controls above the general heritage controls because of its outstanding intactness and history.

1.2 Scope

The scope of this preliminary heritage assessment is to determine if there are any potential heritage items that are within the radius (within Burwood LGA) that have not been identified, including within the HCAs

The scope also includes mapping the HCA areas impacted for contributory, potential neutral and potential non-contributory buildings. This will demonstrate the intactness of the HCAs impacted and the very limited and isolated allotments which may be available for development under the TOD Scheme.

The NSW Government have indicated that substantial research was undertaken when selecting Croydon, yet without the wholesale demolition of contributory buildings, it is very unlikely that any large number of new dwellings, under this scheme, will occur within the Burwood LGA at Croydon.

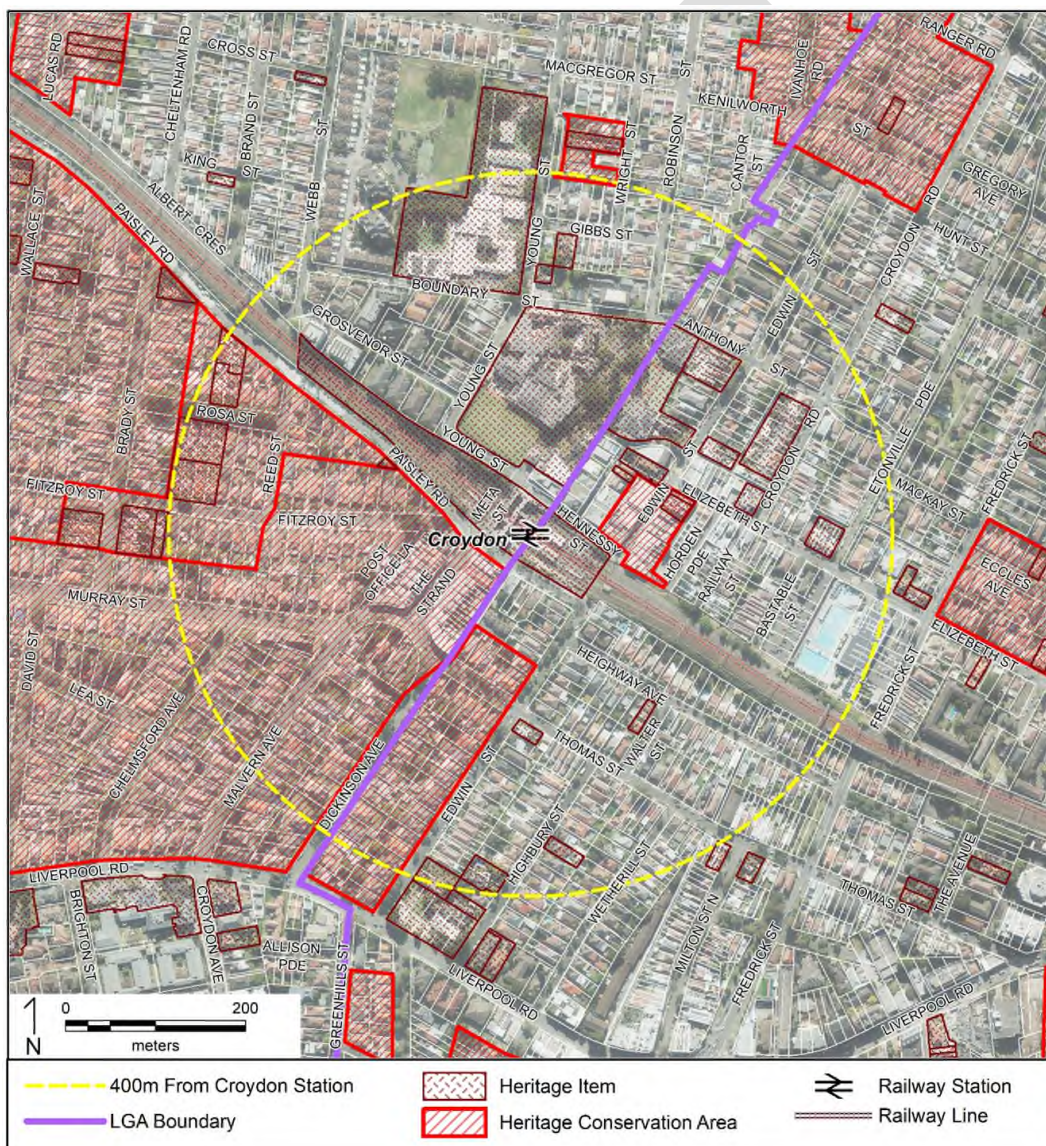


Figure 1 - The subject radius – showing long established HCAs and Heritage Items.

1.3 Author

This report was prepared by Gavin Patton (Heritage Advisor, Burwood Council) and reviewed by Rebecca Lau (a/g Manager City Planning) and Ryan Cole (Director City Strategy).

1.4 Methodology

This review has been prepared in accordance with the heritage significance assessment guidelines published by Heritage NSW in 2001, the updated Assessing Heritage Significance (June 2023) and Investigating Heritage Significance (2021). It is also consistent with the relevant principles and guidelines of the Australian ICOMOs Charter for Places of Cultural Significance 2013 (the Burra Charter).

1.5 Limitations

No internal areas have been inspected. The report does not include any Aboriginal or archaeological assessment. No additional/specific research has been undertaken as would apply with a full heritage assessment.

DRAFT

2 Existing Heritage Context

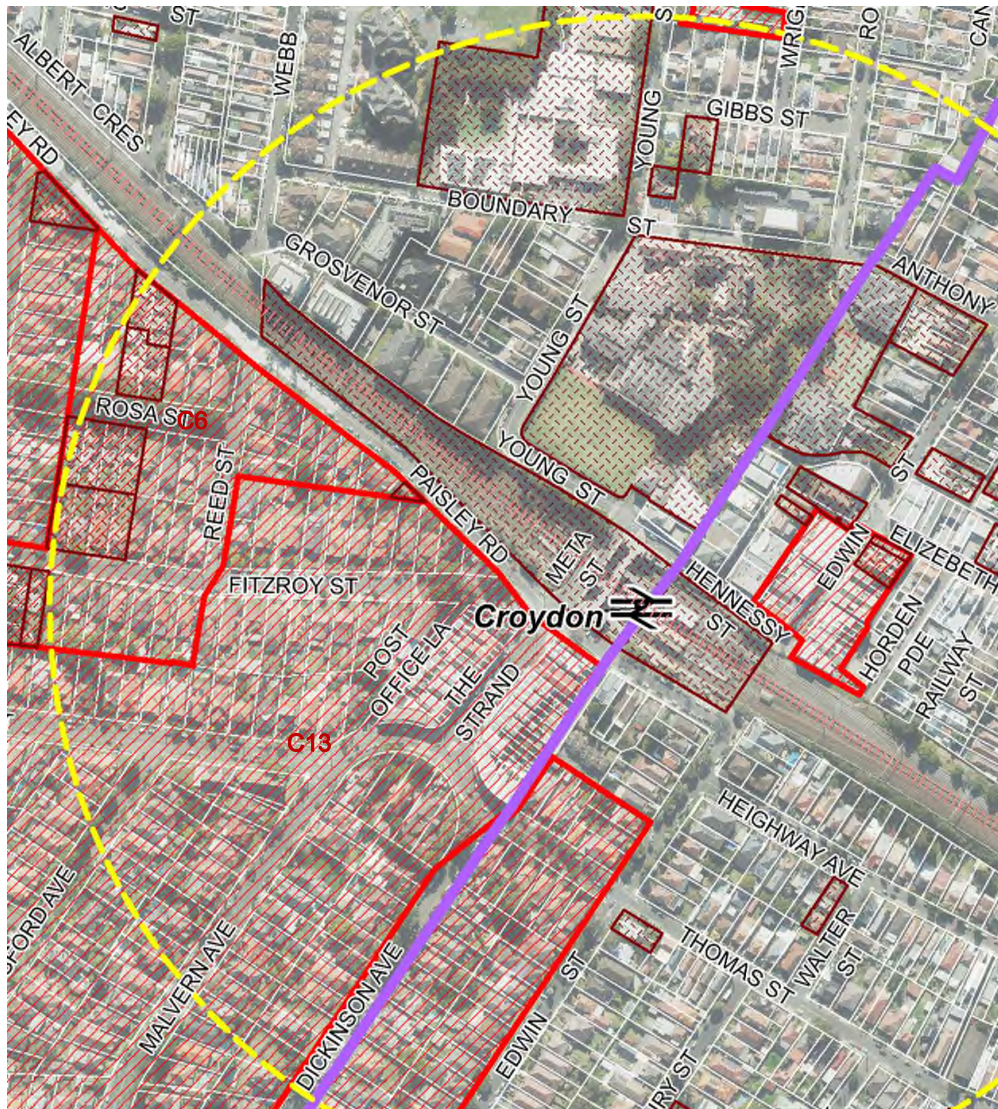


Figure 2 - The subject radius – detail - showing long established HCAs and Heritage Items.

Table 1 – Burwood LGA – Heritage Impacted

Heritage Impacted
Malvern Hill Estate – C13 – First Listed in 1983
<u>Statement of Significance</u>
The Malvern Hill Estate is of local significance because together with Appian Way, the Badminton Road to Culdees Road Conservation Area, the Wallace and Brady Streets Conservation Area, and the Mosely and Roberts Streets Conservation Area, it is a key part of what distinguishes Burwood

from other parts of Sydney and containing good quality Federation housing, street planning and planting, and as an example of an early model suburb.

It is a highly intact relatively large area of quality Federation and California Bungalows on substantial blocks of regular size together with an integral neighbourhood shopping centre divided by wide tree lined streets presenting a cohesive but varied streetscapes.

Malvern Hill has connections with a number of important Sydney people and a number of well-known architects. The areas' particular scale and detail presents a highly desirable area for family living.

Extracted from the Inventory Sheet (included in Attachment A)

Cintra Estate (Rosa/Brady Street Precinct – C6 – Listed in 2003/2004)

Statement of Significance

The Rosa/Brady Street Area/Cintra Estate has aesthetic significance as a highly intact area of modest Federation Queen Anne and California Bungalows in garden settings on substantial blocks creating cohesive streetscapes. The subdivision and residential development of the Cintra Estate (1911-1920) is representative of the town planning ideals and standards that came about following the introduction of the Local Government Act 1906. The area incorporates the largest identified group of reinforced concrete houses pre 1920, constructed for the private home buyers market. The area has significance for its ability to demonstrate the camerated concrete technique, the earliest known reinforced concrete technique used for domestic construction in Australia. The area also has historical associations with H.A Goddard, pioneer of reinforced housing construction in Australia, and inventor of the Camerated Concrete Technique. The area also has historical associations with the Friend family, landowner W.S Friend, founder of W.S Friend and Co, his son Walter and Mary Friend who built Cintra House and grandson A.G Friend who subdivided the Cintra Estate. The 1916/18 concrete houses are important early examples of the California Bungalow style in Australia.

Extracted from the Inventory Sheet (included in Attachment A)

Heritage Items

While heritage items themselves are not included in the TOD Scheme, impacts to them from potential development within the vicinity remains to be addressed.

Items of State heritage significance within the radius

- Croydon Railway Station Group (BLEP I149)
- Shubra Hall including stables (BLEP I222)
- Croydon Sewer Vent (BLEP I158)

Items of local heritage significance within the radius

- Presbyterian Ladies College (BLEP I156)
- Croydon Public School (BLEP I170)
- Concrete House Group (BLEP I146)
- Concrete House Group (BLEP I166)
- Concrete House Group (BLEP I165)
- Concrete House Group (BLEP I157)
- Glencourse (BLEP I169)
- Victorian House and Garden (BLEP I148)

3 Historical Aerial Image Comparison of Croydon



Figure 3 - 1930 (Source: NSW Historical Imagery SIXMAPS)



Figure 4 - 1943 (Source: NSW Historical Imagery SIXMAPS)

DRAFT



Figure 5 - 1955 (Source: NSW Historical Imagery SIXMAPS)



Figure 6 - 1971 (Source: NSW Historical Imagery SIXMAPS)



Figure 7 - 1982 (Source: NSW Historical Imagery SIXMAPS)



Figure 8 - 1991 (Source: NSW Historical Imagery SIXMAPS)



Figure 9 - 1998 (Source: NSW Historical Imagery SIXMAPS)



Figure 10 - 2005 (Source: NSW Historical Imagery SIXMAPS)



Figure 11 - 2023 (Source: MetroMap)

4 Potential Heritage Items

The NSW Heritage Council has established the following criteria for assessing heritage significance.

Historical Significance

- important in the course, or pattern, of Burwood LGA's cultural or natural history

Associative significance

- has strong or special association with the life or works of a person, or group of persons, of importance in Burwood LGA's cultural or natural history

Aesthetic or Technical significance

- important in demonstrating aesthetic characteristics and/or a high degree of creative or technical achievement in Burwood LGA

Social significance

- strong or special association with a particular community or cultural group in Burwood LGA (social, cultural or spiritual reasons)

Research Potential

- potential to yield information that will contribute to an understanding of Burwood LGA's cultural or natural history

Rarity

- possesses uncommon, rare or endangered aspects of Burwood LGA's cultural or natural history

Representative

- important in demonstrating the principal characteristics of a class of Burwood LGA's cultural or natural places, or cultural or natural environments

Within the table below, a summary assessment based on the likelihood of each potential building meeting the criteria has been completed. Please note, no specific research has been undertaken, however the skills and experience of the author from other heritage assessments and listings has been used to determine the likely outcome.




Table 2 – Potential New Heritage Items (all within the Malvern Hill HCA)

Address	Potential Name	Image
The Strand – All addresses	The Strand - <i>Federation Shop and Shop top housing.</i> No.1 – <i>Former Post Office</i> No.27 - <i>Interwar Service Station.</i>	

ITEM NUMBER 1/24 - ATTACHMENT 1

Interim Council Submission on Transport Oriented Development Program


Croydon TOD - Preliminary Heritage Assessment

								
Potentially would meet the following heritage criteria.	Historical	Associative	Aesthetic or Technical	Social	Research Potential	Rarity	Representative	
	✓	✓	✓	✗	✗	✓	✓	
3A Murray Street & 2A Chelmsford Ave	<i>Malvern Hill Uniting Church and Church Hall</i>							
Potentially would meet the following heritage criteria.	Historical	Associative	Aesthetic or Technical	Social	Research Potential	Rarity	Representative	
	✓	✓	✓	✓	✗	✓	✓	
2 Murray Street	<i>Federation House</i>							

ITEM NUMBER 1/24 - ATTACHMENT 1

Interim Council Submission on Transport Oriented Development Program

Croydon TOD - Preliminary Heritage Assessment

Potentially would meet the following heritage criteria.	Historical	Associative	Aesthetic or Technical	Social	Research Potential	Rarity	Representative
	✓	✓	✓	✗	✗	✗	✓
21 Murray Street	<i>Federation Bungalow</i>						
Potentially would meet the following heritage criteria.	Historical	Associative	Aesthetic or Technical	Social	Research Potential	Rarity	Representative
	✓	✓	✓	✗	✗	✓	✓
11 and 18 Malvern Ave	<i>Two storey Federation Arts and Crafts</i>						

ITEM NUMBER 1/24 - ATTACHMENT 1

Interim Council Submission on Transport Oriented Development Program

Croydon TOD - Preliminary Heritage Assessment

							
Potentially would meet the following heritage criteria.	Historical	Associative	Aesthetic or Technical	Social	Research Potential	Rarity	Representative
	✓	✓	✓	✗	✗	✗	✓
15 Dickinson	<i>Two storey Federation House</i>						
Potentially would meet the following heritage criteria.	Historical	Associative	Aesthetic or Technical	Social	Research Potential	Rarity	Representative
	✓	✓	✓	✗	✗	✓	✓

ITEM NUMBER 1/24 - ATTACHMENT 1

Interim Council Submission on Transport Oriented Development Program


Croydon TOD - Preliminary Heritage Assessment

2 Malvern Ave		<i>Two storey Federation House</i>					
Potentially would meet the following heritage criteria.	Historical	Associative	Aesthetic or Technical	Social	Research Potential	Rarity	Representative
	✓	✓	✓	✗	✗	✗	✗
1, 3, 5 & 13 Dickinson Ave		<i>Federation Houses</i>					

ITEM NUMBER 1/24 - ATTACHMENT 1

Interim Council Submission on Transport Oriented Development Program

Croydon TOD - Preliminary Heritage Assessment

								
Potentially would meet the following heritage criteria.	Historical	Associative	Aesthetic or Technical	Social	Research Potential	Rarity	Representative	
	✓	✓	✓	✗	✗	✗	✓	
2A Fitzroy Street	<i>Former Masonic Hall</i>							
Potentially would meet the following heritage criteria.	Historical	Associative	Aesthetic or Technical	Social	Research Potential	Rarity	Representative	
	✓	✓	✓	✓	✗	✓	✓	

All images sourced from Google Maps.

5 Contributory Mapping

A review of the impacted areas of each HCA has been undertaken to determine contributory buildings, those of neutral significance and those that potentially could be considered non-contributory. In total there was one potential non-contributory building in each HCA and three neutral buildings across both the HCAs. These are:

Cintra Estate HCA

Potential Non-Contributory Buildings

6 Reed Street

Potential Neutral Buildings

24 Fitzroy Street

Malvern Hill

Potential Non-Contributory Buildings

5A Dickinson Ave

Potential Neutral Buildings

11A Malvern Ave

7 Dickinson Ave

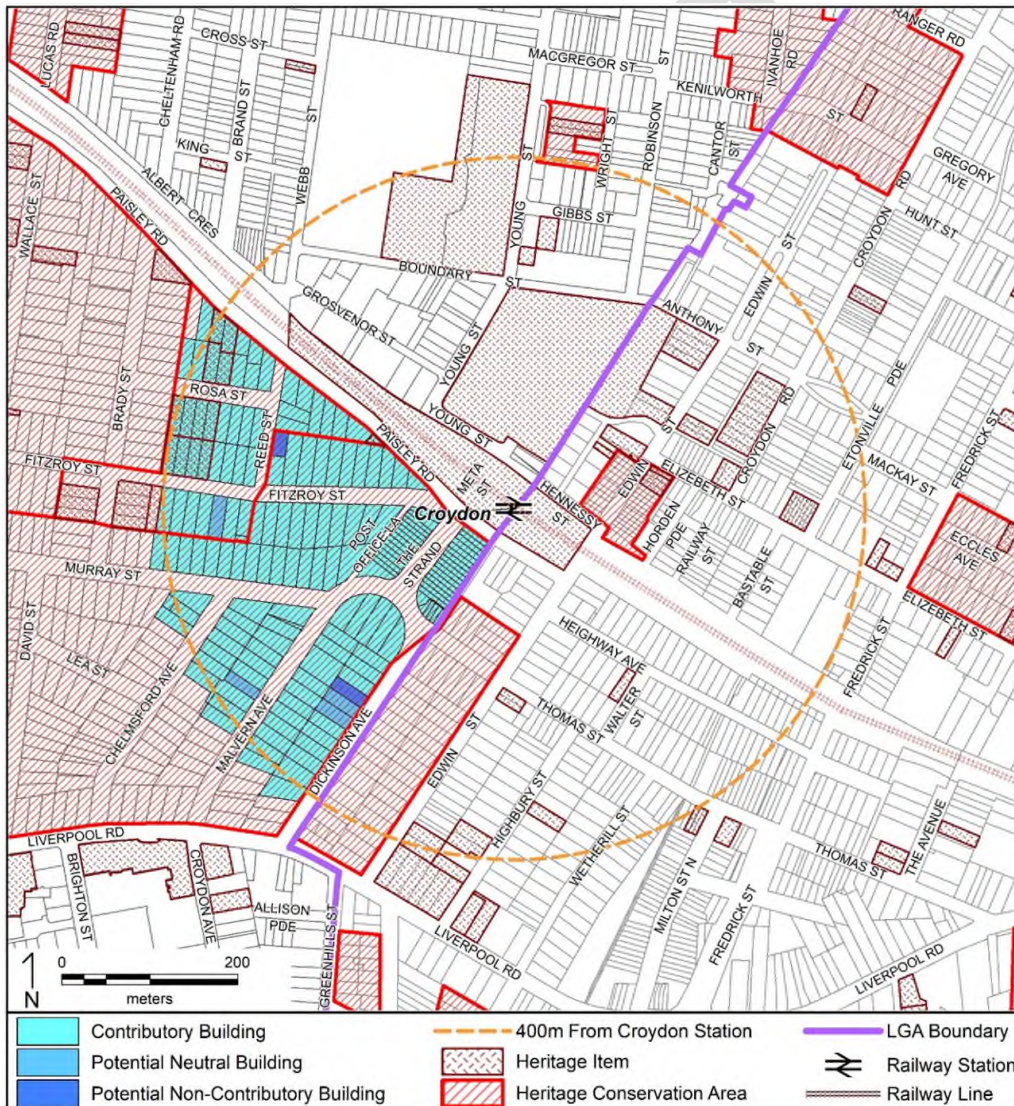


Figure 12 - The subject radius – with contributory, neutral and potential non-contributory buildings shown.

6 Discussion

The historical aerial imagery above demonstrates that the suburb of Croydon (particularly south of the railway) has changed little since 1930, 94 years ago. The area is a highly intact example of the garden suburb movement of the early 20th Century and its lasting impact as a place for desirable living.

Figure 12, showing contributory buildings, demonstrates that unless the SEPP is proposing to allow wholesale demolition of contributory buildings within HCAs (which would have a catastrophic adverse impact on the heritage character of the LGA and greater Sydney) then there are very limited areas for additional housing as proposed under the TOD within the Burwood LGA. It leaves only the North of Croydon Station which contains relatively large heritage items (predominantly schools).

Grosvenor Street and Boundary Street are already built up with similar buildings to what is proposed under the TOD. This leaves a very small area around Gibbs Street, which currently contains very small allotments which have little depth. The prospect of large scale development is unlikely due to these small allotments, their current market value (\$1.5-2 million each), narrow streets and surrounding schools and heritage items.

What little could occur would have no impact on housing affordability in the area, but would impact on the heritage character of the area immensely with the introduction of uncharacteristic and isolated unit blocks. Due to the allotments, only extremely narrow buildings would be capable of being constructed. It is unlikely design would allow for the underground parking required and the appearance of such a building would impact the character of the area and would not provide the amenity required in such developments.

Unless wholesale demolition of contributory dwellings were to be allowed, and that would result in significant community anger, the potential is for one or two large very narrow 6 storey structures built on blocks with limited (if any) setbacks, all located within Federation era one and two storey dwellings. This would result in a poor heritage outcome and a poor urban design outcome.

There would be overshadowing issues, privacy issues and visual impacts on nearby contributory buildings and heritage items. The visual impacts of having such dominant 'Obelisks' would have a substantial adverse impact on the heritage character as they would be visible from every point and protrude into all views to and from heritage items and contributory buildings.

7 Conclusion

Burwood Council does not support the wholesale demolition of contributory buildings with the heritage conservation areas impacted. The HCAs are highly intact, as demonstrated via the contributory map at Figure 12, and have changed little since 1930 (as demonstrated via the historical aerial imagery).

While Burwood Council supports heritage adaptation and contemporary living within these HCAs (as evidenced through multiple approved development applications), it doesn't extend to demolition of contributory buildings. In trying to improve housing accessibility in the area, Council generally supports granny flats where the allotment and character allows. This is reflected in the heritage controls within the Burwood DCP which allow for considered change while retaining the unique character that the Australians of the 1920s bequeathed to the Australians of today.

From the evidence above, it is clear there are only two potential areas where a new apartment complex of 6 storeys (or less) could occur. That is in Dickinson Avenue (if a developer were to purchase all three adjoining allotments) and the area in Gibb Street North of Croydon Station.

Croydon TOD - Preliminary Heritage Assessment

In both locations, the allotments are small, with shallow depth and are unlikely to meet design guidelines as expected under the SEPP. The area north of Croydon Station is already density populated by small dwellings on small allotments – not unlike terraces.

Overall, Council opposes the proposal for Croydon, a highly intact garden suburb, to be turned into an experiment for what the NSW Government has termed “the heritage of tomorrow”. The suburb is already a highly intact example of 1930s heritage.

Burwood Council has earmarked considerable land in Burwood North for the construction of thousands of new homes, this is an area with limited heritage character and ideal for wholesale redevelopment. Croydon, and in particular, its heritage conservation areas are not.

DRAFT



Attachment 3 –

**Screenshot – Participate Burwood Landing page –
Petition**

ITEM NUMBER 1/24 - ATTACHMENT 1

Interim Council Submission on Transport Oriented Development Program

<https://participate.burwood.nsw.gov.au/petition-against-nsw-government-proposal-re-zone-croydon>

Petition against the NSW Government proposal to re-zone Croydon

The NSW Government has identified Croydon as a suburb that could be subject to snap re-zoning for multi-level development. We want you to have your say.

+ Follow



Home / Petition against the NSW Government proposal to re-zone Croydon

Background

On Thursday 7 December 2023 the NSW Government issued a media release titled *A Shared Responsibility: The plan to begin addressing the housing crisis in NSW*.

The announcement outlined a program to accelerate housing delivery in Greater Sydney, identifying Croydon as one of 31 suburbs within 400 meters of a train station subject to snap rezoning to allow 3-6 storey apartment development.

At its December 2023 meeting, Council discussed the recent announcement by the NSW Government, resolving to:

- Make representations to the Premier, the Hon Chris Minns and the Minister for Planning and Public Spaces, the Hon. Paul Scully
- Write to all ratepayers in the area affected by the proposal to inform them of the announcement and Council's lack of involvement in the decision making process.
- Run an online community petition against the government proposal, incorporating the results as required in any future submissions to the NSW Government on this matter.

Have your say

Open

Petition against the NSW Government proposal to re-zone Croydon

Do you support the NSW Government's proposal to snap re-zone Croydon to allow multi-level development within 400 meters of the train station?

If the NSW Government pushed ahead with its proposal, do you think it's more appropriate for Council and its planning team, together with the Department of Planning and Environment, be involved in determining appropriate modelling for Croydon in consultation with the community?

Would you like to provide any further feedback?

Timeline

- ★ **Petition opens**
22 December 2023
- ☆ **Petition closes**
28 January 2024
- ☆ **Council submission to the State Government**
29 January 2024

[See less](#)

Council's vision

For more than 15 years Burwood Council has been pursuing its longstanding vision for future planning and increased densities in the Burwood Town Centre and now Burwood North, particularly around the new Burwood North Metro Railway Station, with a specific commitment to preserving the heritage and streetscape character of heritage conservation areas such as the Croydon Malvern Hill estate or The Strand.

It is with concern that we observe the proposal to rezone Croydon without due consideration for these values, potentially undermining the unique identity of the neighbourhood.

Even more disappointing was the fact that neither Council nor our community were informed, let alone engaged in this decision.

We believe that by working collaboratively and transparently with the State Government, we can strike a balance between progress and preserving the unique character of Croydon.

[Read the State Government's](#)



Customer Experience Strategy

2024-2027



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.



Contents

About this document	3
About this Strategy	4
What is Customer Experience?	5
Why is customer experience important in the context of local government?	6
Alignment with Strategic Planning Framework	7
Burwood at a glance	8
Customer Experience overview	12
Our Services	12
How our customers interact with us	13
Customer experience trends and opportunities	14
How we developed this Strategy	17
Who we heard from	18
What we discovered and heard	20
Our Action Plan	26
FOCUS AREA 1	
Our People	28
FOCUS AREA 2	
Our Processes & Accessibility	30
FOCUS AREA 3	
Our Systems & Technology	32
FOCUS AREA 4	
Our Responsiveness	34
Monitoring our progress	36

Message from Cr John Faker, Mayor of Burwood



Our Council continues to set the standard for customer experience across Sydney councils. While community satisfaction with Council's overall performance has remained consistently high over the last five years, we understand that customer experience isn't a one-time project but an ongoing commitment to putting our customers at the heart of everything we do.

I am pleased to present the Customer Experience Strategy 2024 – 2027, which outlines our commitment to enhancing customer experience for those who live, work, visit and do business in the Burwood Local Government Area.

It focuses on achieving on four key focus areas: Our People, Our Processes and Accessibility, Our Systems and Technology,

and Our Responsiveness, and includes a comprehensive set of actions to be implemented over the next 4 years.

The Strategy is the result of extensive research, customer feedback and community engagement. It also considers best practice, customer experience trends and emerging opportunities brought about by our City's continued growth to ensure our customer experience performance continues to soar for the benefit of our community now and into the future.

We will continue to work hard to deliver on the expectations of our customers and achieve our customer experience vision focussed on delivering a great customer experience every day.

We look forward to implementing this Strategy across our organisation and the benefits it will bring to our community.

Cr John Faker,
Mayor of Burwood



About this document

This document contains important information about how Council plans to improve customer experience for those who live, work, visit and do business in the Burwood Local Government Area.

If you would like the information supplied in another language or format, please contact us via these free services.

Voice Relay: **1300 555 727**

Text to Speech: **133 677**

If you would like to speak to an interpreter, please call the Telephone Interpreting Service (TIS) on 131 450 and ask them to call Burwood Council on (02) 9911 9911.

Contact Us

Phone: **02 9911 9911**

Email: council@burwood.nsw.gov.au

2 Conder Street, Burwood NSW 2134
PO Box 240, Burwood NSW 1805



Follow Council @BurwoodCouncil

www.burwood.nsw.gov.au

[Back to Contents](#)

Chinese - simplified:

如果您不理解本文件并需要口译员，请拨打电话口译服务电话 131 450 并请他们拨打 (02) 9911 9911 联系 Burwood 市议会。

Nepali:

यदि तपाईं ले यो कागजात बुझ्न नसक्नुहुन्छ भने, कृपया टेलिफोन दोभाषा सेवा (TIS) लाई 131 450 मा कल गर्न ढुहोस् र तिनीहरूलाई (02) 9911 9911 मा Burwood काउन्सिललाई कल गर्न भन्नुहोस्।

Arabic:

كنت لا تفهم هذا المستند وتحتاج إلى مترجم ، يرجى الاتصال بالترجمة الشفوية عبر الهاتف على الرقم 131450 واطلب منهم إذا الاتصال بمجلس بيروود على (02) 9911. 9911 بخدمة

Italian:

Se non capisci questo documento e hai bisogno di un interprete, chiama il Telephone Interpreting Service al numero 131 450 e chiedi loro di chiamare il Burwood Council allo (02) 9911 9911.

Korean:

이 문서를 이해하지 못하여 통역사가 필요한 경우 전화 통역 서비스에 131 450으로 전화하여 Burwood Council에 (02) 9911 9911로 전화하도록 요청하십시오.



Our key focus areas:

We have identified the following four areas of focus over the next four years:

- 1: Our people
- 2: Our processes and accessibility
- 3: Our systems and technology
- 4: Our responsiveness

About this Strategy

Burwood Council is committed to delivering high quality services and achieving positive outcomes for our community every day. As we prepare for rapid growth and change, we remain focussed on continuing to meet the changing demands and expectations of our customers who live, work, visit and do business in the Burwood Local Government Area.

The Customer Experience Strategy 2024 – 2027 sets out a four-year roadmap for building a better customer experience when interacting with Council.

The Strategy aims to:

- Develop a shared vision and strategic approach to customer experience across the organisation.
- Build an increased understanding of current and future customer needs and expectations.
- Establish baseline metrics for customer experience that enables Council to actively track and measure its customer experience performance.
- Improve customer satisfaction, current levels of service and enhance the community's experience when interacting with Council.
- Provide a comprehensive set of focus areas, goals and actions to be implemented over the next 4 years to achieve excellence in customer experience.



What is Customer Experience?

Everyone in our community is a customer. Our customers include residents, workers, business owners, and visitors to the Burwood Local Government Area.

We understand that each time a customer utilises one of our services or interacts with us, it shapes their overall experience with Council. We define customer experience as the feelings and perceptions that a customer holds about Council resulting from their interactions with our people, services, processes and systems.

We recognise that 'customer experience' transcends 'customer service' as it encompasses the whole customer journey, commencing from the customer's initial consideration of engaging with Council, extending through their interactions using various service channels - whether online, via phone, or in person - all the way to their most recent exchange with Council.

Why is customer experience important in the context of local government?

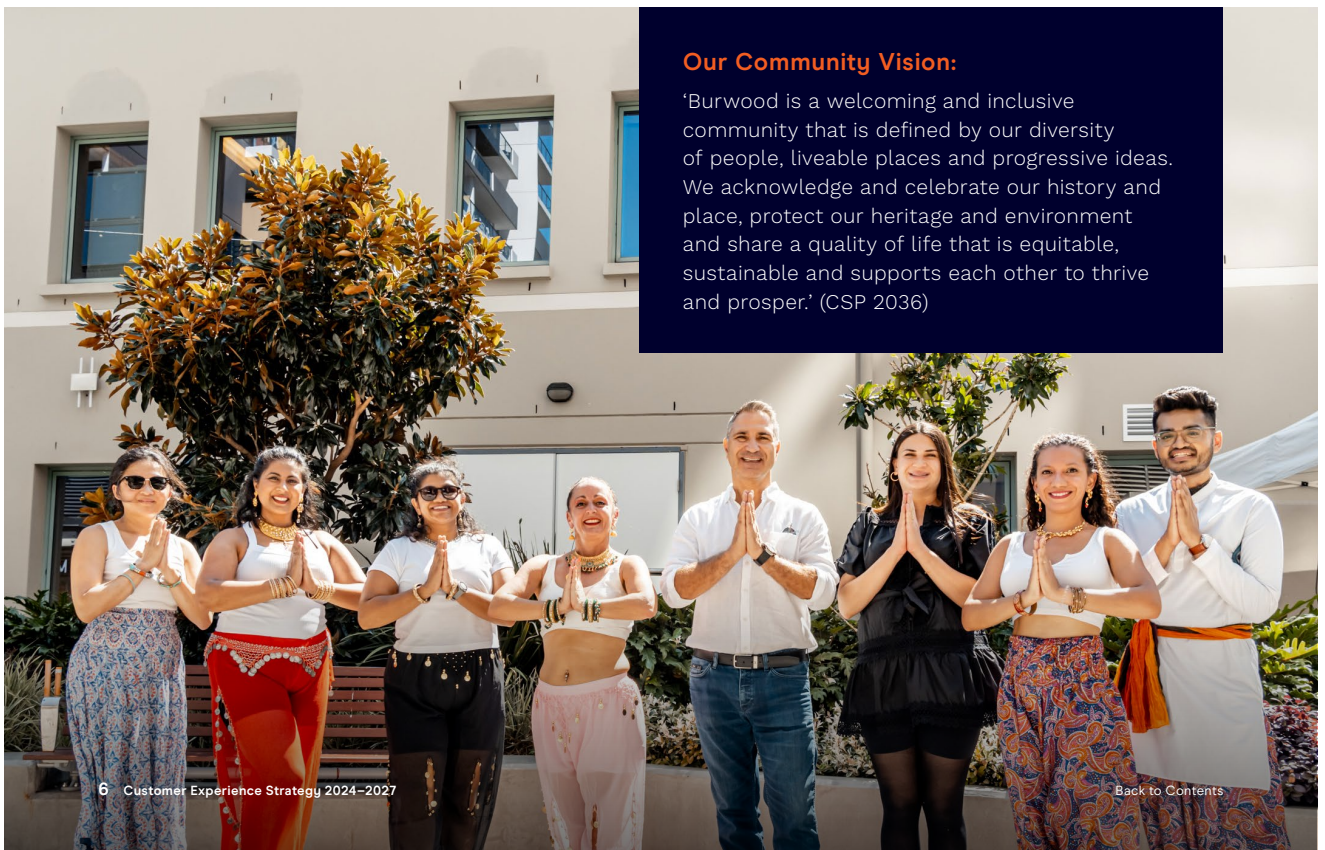
We know that customer experience plays a pivotal role in building trust and a connected relationship with our community.

Understanding the experience of our customers offers a means to streamlining processes, reducing the time, effort and energy spent by community members in requesting or accessing a service. An efficient, customer-centric approach can also optimise service delivery, resulting in resource savings and increased operational effectiveness.

In the digital age, our customers expect the same level of convenience from us as a local council as they do from private sector entities. Meeting these expectations can enhance the reputation of Council and attract businesses and residents to the area, and make them want to stay.

Data driven insights obtained from customer research and engagement enable us to make informed decisions and allocate resources more effectively.

By making an investment in customer experience, we are seeking to build community confidence. We hope that creating more positive customer experiences will foster a sense of belonging and engagement, and enhance overall community satisfaction with Council.



Alignment with Strategic Planning Framework

The Customer Experience Strategy is a supporting strategy that assists Council to deliver on its Community Vision outlined in the Community Strategic Plan, *Burwood 2036*, and it is a Principal Activity outlined under Strategic Direction 5: 'Open and collaborative leadership.'

It interacts with a range of other Council policies and plans, such as the Burwood Community Engagement Strategy, Burwood After Dark Strategy, Burwood Council Digital Strategy, Burwood Disability Inclusion Action Plan, Burwood Library Strategic Plan and Council's Workforce Management Plan.

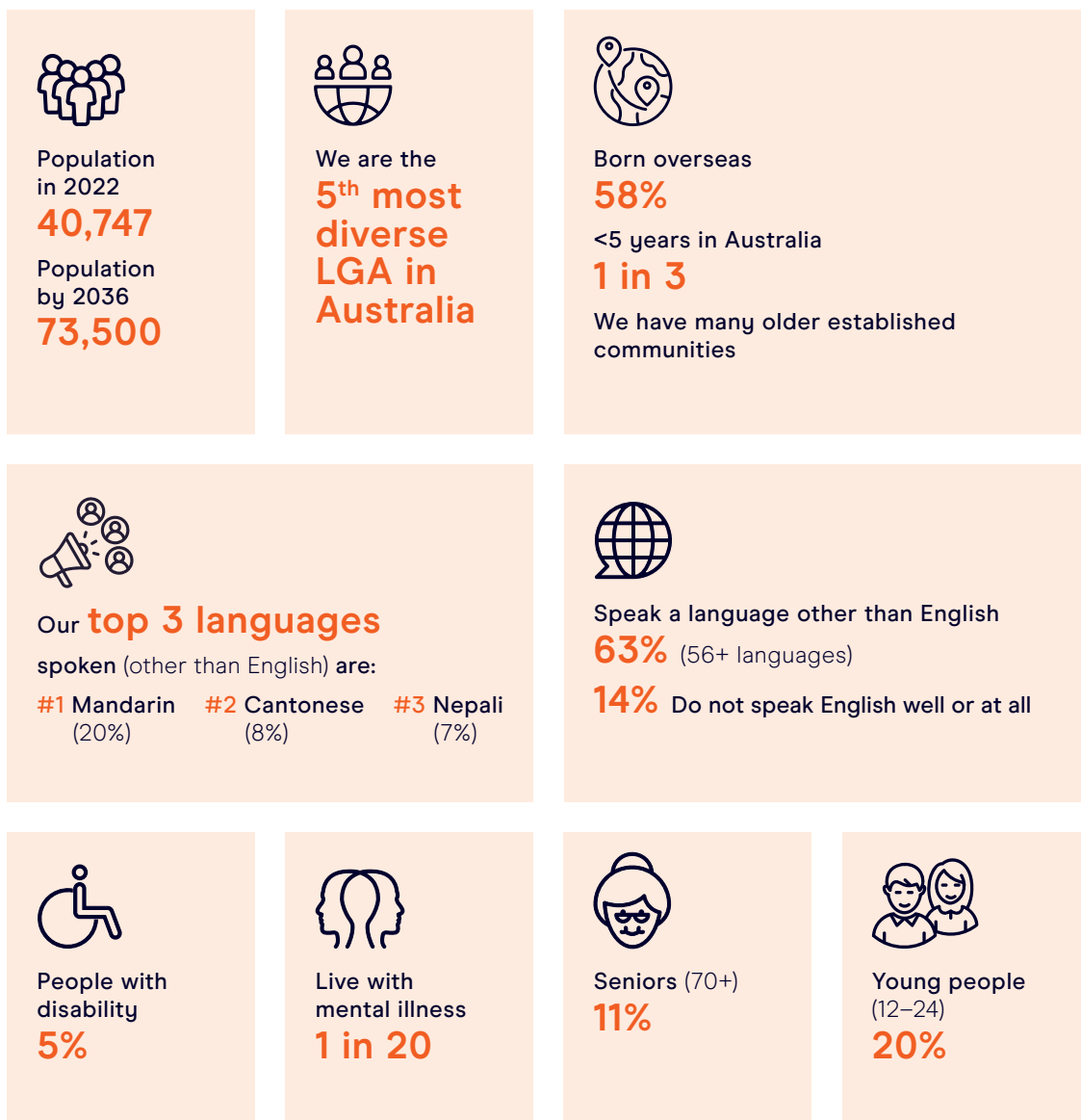
Our Customer Experience Vision

'Our customers are at the heart of everything we do – we listen, we understand and we deliver a great customer experience every day.'



Burwood at a glance

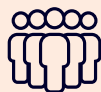
Our diverse community¹



¹ Source: www.profile.id.com.au/burwood



Identify as Aboriginal or Torres Strait Islander
<1%



We have a **large workforce** that is predominantly made up of young people aged 24 – 34 years



Low income households
22% (<\$800 per week)



26% Mortgage stress
39% Rental stress



38% Bachelor degree or higher

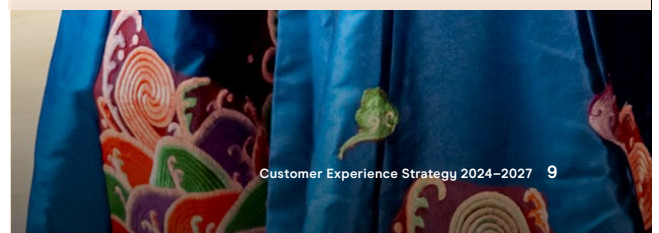


22.5% Households with no motor vehicle



We have an active community sector

with many community and government services based in the Burwood Town Centre.

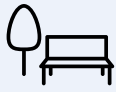


Burwood at a glance

Our unique place²

 <p>Burwood is the first strategic centre west of the Sydney CBD.</p>	 <p>Suburbs 6 (7km²)</p>	 <p>Households in 2021 14,817</p>	 <p>Train stations 3 Burwood, Strathfield and Croydon</p>
 <p>Local businesses in 2022 5,381</p>	 <p>Residents living in Burwood Town Centre 45%</p>	 <p>Residents living in high rise apartments 45%</p>	 <p>Monthly commuters through Burwood Station 972,840</p>
 <p>Major shopping centres 3 Westfield Burwood Burwood Plaza Emerald Square</p>	 <p>We are a food and cultural destination with unique offerings like Burwood Chinatown and 32+ annual events that draw our community together and attract people from outside the area.</p>		 <p>STREETS AND FOOTPATHS 179 km of footpath 90 km of roads</p>

² Source: www.profile.id.com.au/burwood



Parks
29



Retail industry
3rd largest (11%)



A high quality learning environment

with 11 local schools and tertiary education institutions.



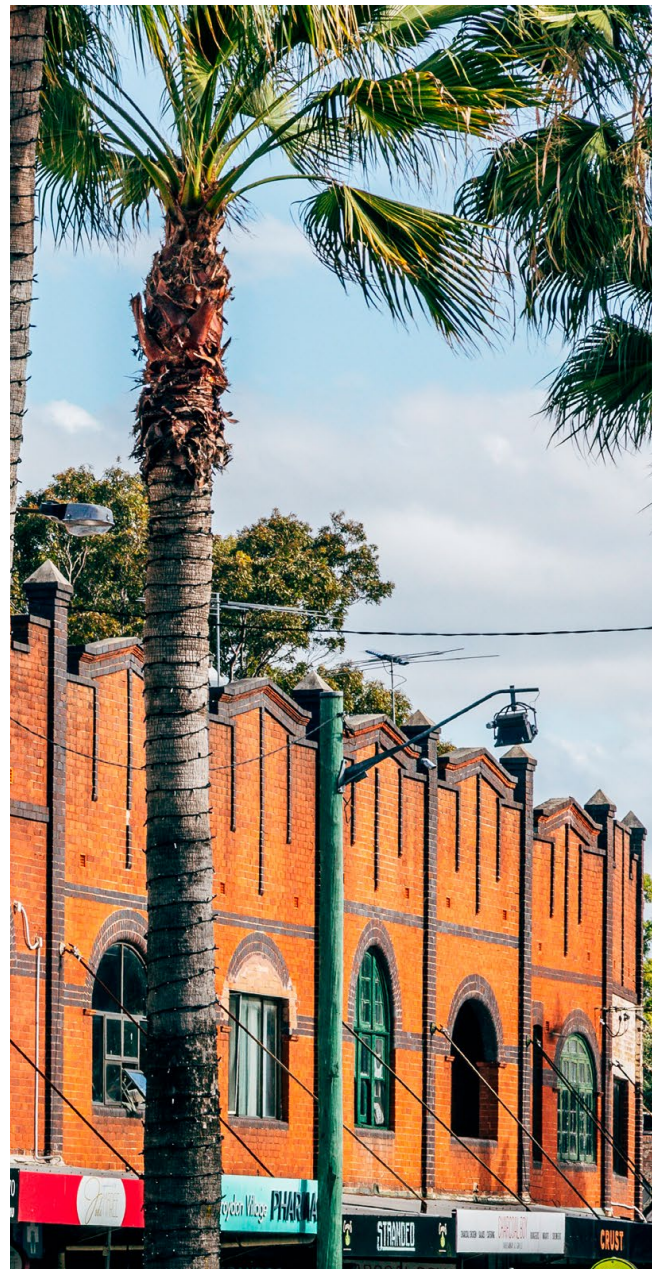
High streets **5**

Burwood Road, Burwood
The Strand, Croydon
Georges River Road, Croydon Park
Liverpool Road, Enfield
The Boulevard, Strathfield



COMMUNITY FACILITIES

- 6** Community venues
- 1** Library & Community Hub
- 1** Aquatic Centre



We have **unique historic villages,** like Croydon and Enfield, each with their own distinct character and charm.

Customer Experience overview

Our Services

We provide the following services to our community of residents, businesses and visitors:

City Development	Town planning, building and development assessment services.
City Planning	Strategic and land use planning, long term place planning, heritage advisory services, sustainability and resilience planning and programs.
Community and Culture	Community development, community programs, social planning and research, cultural projects, public art and community events.
Community Safety	Regulatory and compliance services, environmental health, community safety education and crime prevention initiatives.
Customer Experience and Business Improvement	Customer service counter and call centre, community facilities and parks bookings, customer research and improvement projects.
Enfield Aquatic Centre	Recreational facilities and programs, including learn to swim and fitness classes, aquatic events and family recreational and leisure activities.
Infrastructure and Assets	Design and engineering services, landscape architecture, tree management, asset management, traffic, transport and road safety.
Library and Community Hub	Collections and resources and access to learning, technology, creative experiences and programs.
Major Capital Works & Projects	Delivery of major or complex infrastructure projects in Council's Capital Works Program.
Operations	Parks, waste and cleansing, civil construction and maintenance (roads, footpaths and drainage) and depot operations.
Place Management and Communications	Coordination of place management and community engagement initiatives, media liaison, print and digital communications.
Property	Management of Council's property portfolio, including property projects and maintenance.

The following internal service areas assist in the delivery of frontline services:

Finance	Rates, Accounts Payable, Financial Planning and Management
Procurement	Purchasing and contracts management
Information Technology	Information Systems and Support, Digital Transformation and GIS
Governance and Risk	Records Management and Internal Ombudsman
People and Performance	Human Resources, Organisational Development, Payroll, Work Health and Safety

How our customers interact with us

Our customers connect and interact with us in various ways. In 2022/23, our customers engaged with us in the following ways:





Customer experience trends and opportunities

This Strategy seeks to ensure we effectively prepare for and address the following customer experience trends and opportunities, which our Local Government Area is facing now and into the future.

Our growing and changing city

By 2036, Burwood's population is anticipated to nearly double to more than 73,500 people, creating a significantly higher demand for our services. The Burwood North Masterplan will significantly contribute to residential population growth. The Burwood North Metro Station under construction will notably strengthen our connectivity and accessibility, increasing visitation to Burwood seven days per week once operational.

To successfully manage increasing customer volumes, we must maintain and enhance access to our services and drive new service channels that embrace new technologies.

Emerging Night Time Economy

In alignment with the Burwood After Dark Strategy, Burwood is actively expanding its after dark identity and night time activities.

Burwood is home to a growing number of residents who work outside the traditional 9am to 5pm window. These workers have a very different set of needs and requirements compared to those who work daytime hours. Similarly, Burwood's large student population has also articulated the need for services and programs into the late evening. Community engagement has highlighted that these growing cohorts want to access a number of community venues after dark, such as the Burwood Library and Community Hub and Burwood Park, but are limited by current opening hours or conditions. Council has concrete plans to extend the opening hours of existing and new community venues to address this identified need.

Burwood businesses are also operating later into the evening to meet the demand of residents, which has additional flow on impacts for Council services, particularly those involved in supporting or regulating local business or ensuring the Town Centre is safe and clean late into the evening. Over the coming years, Council will be required to make sizable shifts to its operational hours to support the Night Time Economy. This means working towards a 24/7 operational service delivery model for some distinct service areas.



Increasing customer expectations

Customer expectations are rapidly evolving for local councils. Residents increasingly expect online access to services and information, especially self-service and digital channels. They want user-friendly websites, mobile apps, and the ability to complete transactions online, mirroring the convenience they experience with private sector interactions. Customers also want services faster than ever before. They expect timely issue resolution and transparent communication regarding their requests and concerns. They also desire more personalized services and communications and expect councils to understand their unique needs and preferences, tailoring services and information accordingly.

In relation to transparency and accountability, residents want to understand how resources are allocated, track the progress of initiatives, and hold councils accountable for their actions and decisions. The growing emphasis on community engagement also means that councils are required to actively seek and act on community feedback to drive continuous improvements in customer experience.

”

We need to proactively drive a shift in philosophy within the organisation to look at all of our services from a customer perspective.

Customer experience trends and opportunities cont'd

Evolving technology and artificial intelligence (AI)

The rapid rate of technological change continues to transform the way we live, work and play. Keeping pace with these changes is challenging as we balance maximising the use of technology, while maintaining traditional customer interaction approaches to ensure members of the community are not inadvertently excluded from services.

As data breaches and privacy concerns increase, customers want to know their data is secure. Building trust through robust data protection measures is crucial for long-term customer trust and satisfaction.

It is also clear that AI is revolutionising the world we live in and has the power to significantly enhance customer experience through improved communication, problem solving and the customisation of services. AI-driven chatbots, virtual assistants and automation are becoming common and more sophisticated, enhancing efficiency and resolving issues quickly, while reducing operational costs.

Augmented Reality (AR) and Virtual Reality (VR) technologies are also being used for immersive and interactive customer experience. It is important that we embrace new technologies to be able to deliver the services our customers expect now and into the future.

Building a customer centric culture

Customer expectations of local government have been traditionally low. Some communities believe local councils do not make customer experience a priority as they do not have to compete for business and customers simply have to deal with the relevant council based on where they are located. This is changing, and many councils are investing heavily in customer experience initiatives.

Council is committed to building a positive customer experience as a way to engage and build trust with the community. In doing so, Council recognises that satisfied, motivated and connected staff with a strong customer centric culture leads to exceptional customer experience.

Building an organisation wide approach and commitment to customer experience is a critical component for the success of this Strategy. We need to proactively drive a shift in philosophy within the organisation to look at our services from a customer perspective. A focus on customer centric training and implementing agreed service standards will help us to arrive at a more customer centric mindset across the organisation.



How we developed this Strategy

This Strategy is based on research and direct engagement with the Burwood community. It was informed by:



In the development of this Strategy we utilised information and feedback from a number of sources to understand the key drivers for elevating the experience of our customers. This involved:

Desktop research and a review of best practice

A review of relevant Council strategies, customer experience trends and learnings has guided Council’s approach and identified opportunities for further improvement.

Demographic and customer data analysis

Analysis of demographic data and customer trends has informed an understanding of who our community is and who are customers are and how we are changing.

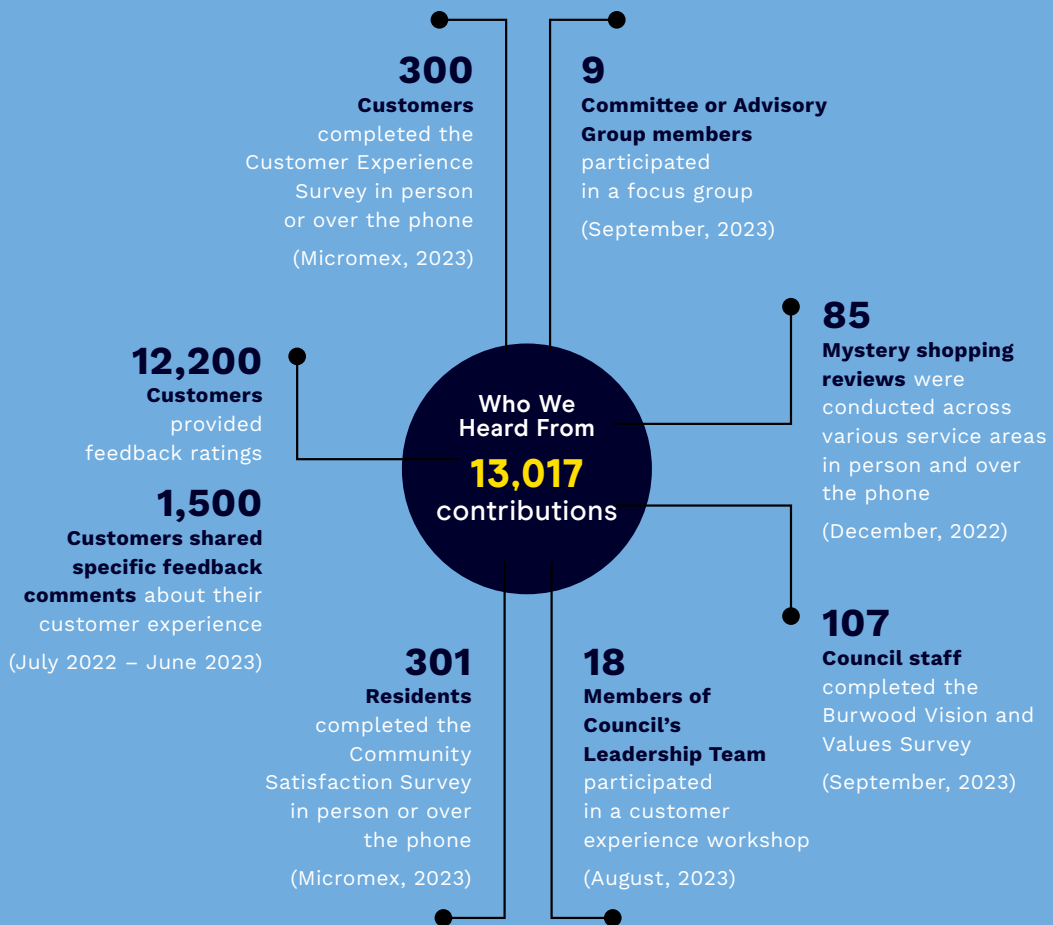
Community and stakeholder engagement

This Strategy has also been shaped by the many voices of our community who have shared their ideas with us while developing the Strategy. This has included feedback received from participants of the Community Satisfaction Survey and the Customer Experience Survey undertaken every two years by Micromex Research, input from Council’s Committee and Advisory Group members, and customers of Council who provided real-time ratings and comments following their interaction with Council over the past year.

Feedback received via Council’s Mystery Shopping Program and staff engagement activities undertaken in 2023 has also been utilised to shape specific strategies and actions included within Our Action Plan.

Who we heard from

Input and feedback was gathered from people who live, work, visit and do business in the Burwood Local Government Area. Participants came from diverse cultural and linguistic backgrounds, across all age groups, abilities and parts of the Burwood LGA.



Other engagement data:

Community engagement findings from previous engagement activities undertaken for the Burwood Community Engagement Strategy, Burwood After Dark Strategy, Burwood Disability Inclusion Action Plan and Burwood Library Strategic Plan were also utilised to inform our Customer Experience Strategy Action Plan.



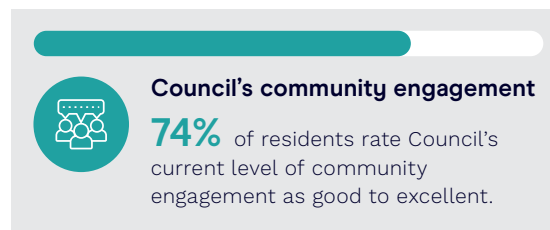
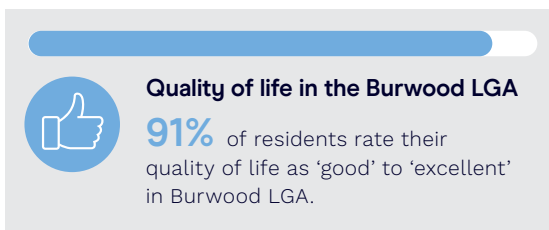
What we discovered and heard

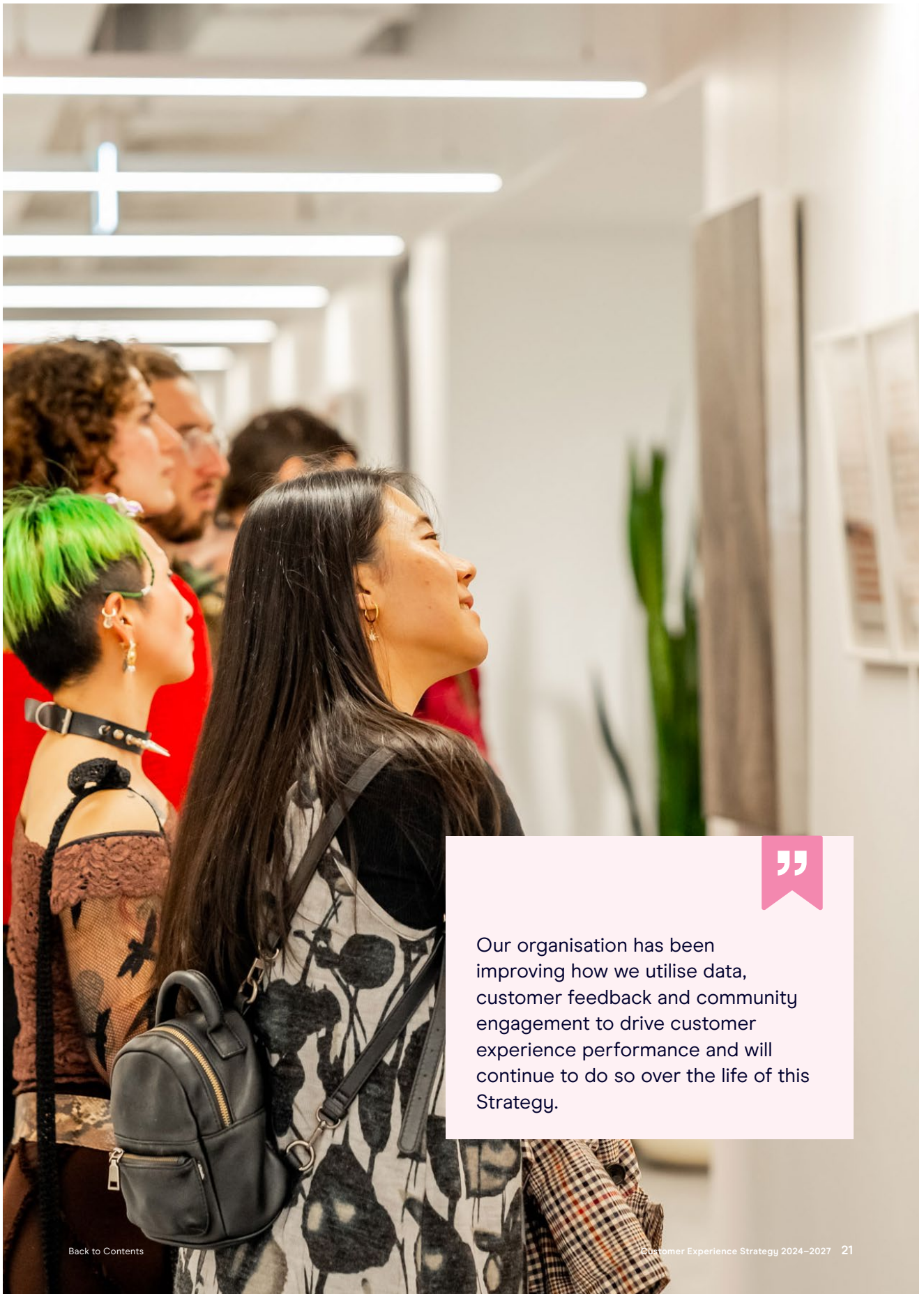
The following summarises customer insights and feedback obtained through the research and engagement process. It also provides a snapshot of our recent customer experience performance, including some of our key baseline measures prior to implementation of this Strategy.

Community Satisfaction Survey Results, 2023

Every two years Council commissions an independent research agency (Micromex) to conduct the Community Satisfaction Survey with residents living in the Burwood Local Government Area.

Council has consistently achieved an overall satisfaction result of 90% or above since 2019, however, there remains an opportunity to increase the level of satisfaction with 'Contact with Council' through targeted customer experience initiatives.





Our organisation has been improving how we utilise data, customer feedback and community engagement to drive customer experience performance and will continue to do so over the life of this Strategy.

'Contact with Council' findings

"Younger residents (18-34 years) and those that have lived in the Burwood LGA for less than 5 years are less likely to make contact with Council."

"For those that have contacted Council in the last 12 months, telephone continues to be the preferred method. Visiting Council in person has been in decline since 2019."

"Most residents believe that an awareness of the expected response times for a range of matters would improve customer experience. More than half of survey participants also stated that an increase in the availability of digital services would also improve customer experience."

Community Satisfaction Survey Results, 2023

Customer experience survey results, 2023

In 2021, Council commenced the implementation of our independent Customer Experience Survey, which is now undertaken every two years (and most recently in 2023).

It gauges customer experience via key customer service channels and contact points, including the Customer Service Centre, the Burwood Library and Community Hub, and the Enfield Aquatic Centre.

It also measures the friction experienced by our customers when navigating the large number and complexity of services we provide.

Council is now able to compare the results of Wave 1 and Wave 2 results, and will continue to undertake the survey to measure our customer experience performance over the life of this Strategy.

Customer Experience Snapshot Summary (2023):



Customer Service Centre

Satisfaction:

74%

satisfied/very satisfied

Strengths:

- Cleanliness of facilities
- Polite and friendly staff

Opportunity:

- Keeping informed/ providing feedback/ acknowledging requests
- Online "self service" portal



Library & Community Hub

Satisfaction:

96%

satisfied/very satisfied with the **quality** of service

94%

satisfied/very satisfied with the **range** of service

Strengths:

- Lounge/reading areas
- Service by Staff

Opportunity:

- Digital resources (ebooks)
- Extend opening hours



Enfield Aquatic Centre

Satisfaction:

87%

satisfied/very satisfied

Strengths:

- Service by Learn to Swim team
- Service by lifeguards

Opportunity:

- Upgrade of change rooms
- Cleanliness

Real-time customer feedback, 2022/23

To date, six customer feedback devices have been installed across four service locations to track real time satisfaction with Council services. The devices contain interactive site specific customer feedback surveys that capture, analyse and interpret customer feedback to enable Council to identify areas of improvement.

Staff email signatures also enable customers to provide immediate ratings and complete customer feedback surveys tailored to each specific service area.

All real-time customer feedback is sent to a centralised platform that provides Council with a Customer Experience (CX) Scoreboard, enabling Managers to monitor the progress of their team and make adjustments to improve their monthly CX Score.



Areas for improvement:

“Pleasant and positive, but lack of understanding and knowledge of basic Council statutory processes.”

“The Council website did not really have all the information I needed.”

“The process was complicated and took a long time to complete.”

Customer Comments via Rate It, 2023



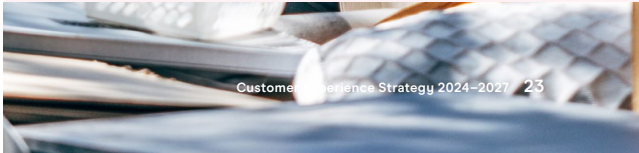
Positive customer experiences:

“Great customer service. Staff were super easy to deal with and very helpful.”

“Staff were polite, informative and prompt in looking into the matter of concern and responded both via phone and email within hours. Amazing service.”

“Informative and quick response. They didn't forget about me and got back to me when they said they would.”

Customer Comments via Rate It, 2023



Mystery Shopping Program results, 2022/23

Each year we conduct a comprehensive Mystery Shopping Program across the organisation. This is used to assess and improve the standard of service offered by our staff.

Trained evaluators observe and measure the nature and quality of service offered to customers by testing key customer scenarios tailored to each service area. This involves mystery shopper telephone and face to face enquiries which focus on three categories: Greeting, Information Offered and Overall Impression.

While overall results were high, knowledge gaps were identified in some areas with the shopper stating the staff member provided good service but was unable to provide detailed information on the subject matter without assistance from other staff.



Mystery shopping program score

90% phone calls
93% in person visits

Based on **85** mystery shopping interactions with Council staff over the phone or in person during 2022/23.

National local government customer service network benchmarking program results, 2022/23

The National Customer Service Benchmarking Program provides all participating councils with an individual report detailing their annual performance compared with participating local councils. It examines performance from a people, process, customer and financial perspective and helps us to identify where we exceed or need to improve how we deal with inbound customer enquiries and how well we resolve customer issues at the first point of contact.

Results indicate that Council is performing above the National Council average across all areas, with Council ranking in the top 3 places for 8 of the measurement areas applied in 2022/23. Council's investment in technology and staff training as well as ongoing decrease in counter and phone wait times have been highlighted as particular areas of achievement over the previous two reporting periods.

National Benchmarking Results

- 
Nationally for WebChat handle time
- 
Nationally for efficiency in processing bookings
- 
Nationally for efficiency in processing parking permits
- 
For high staff retention for a Metropolitan Council
- 
Nationally for phone handle time

Source: National Benchmarking Comparative Report 2022 - 2023 (Released in December 2023)

Summary of overall customer and community feedback

While our performance data, customer feedback and community engagement results indicate a mostly positive customer experience, we understand ongoing improvements are required if we are to exceed and maintain a high level of community satisfaction with Council.

Our community told us to change or focus on the following in the future:

- Keep customers informed/provide feedback on their service request, especially for more complex matters that involve lengthier timeframes.
- Acknowledge that requests have been seen.
- Improve the Council website and develop an online service portal to make more services available online.
- Create easier processes and faster resolutions.
- Better communication between staff from various service areas to reduce customer confusion and frustration.
- More knowledgeable staff.
- Extend operating hours.
- Communicate clear service standards so customers know when to expect requests to be actioned.
- Expand and diversify payment options.
- Improve staff responsiveness and communication.
- Listen to customers to make improvements.
- Additional bilingual staff to help address language barriers.
- Ensure that technology isn't considered a solution for everyone.
- Tailor and target information and communication for local business.

“The website is difficult to navigate. It is impossible to find the right up to date information. Improve the search function.”

“It is really important to listen to people’s concerns and issues so problems are fully resolved.”

“It would reduce my anxiety if I received regular updates on where things are at.”

“It is good when you can reach the right person, but sometimes it can take a while to find that person.”

“Staff should be trained to communicate using plain English, to read body language and facial expressions.”

“It’s good Council asks us our opinions. We can see real improvements from what Council is trying to do.”

Quotes from Committee and Advisory Group Focus Group Participants, 2023



Our Action Plan

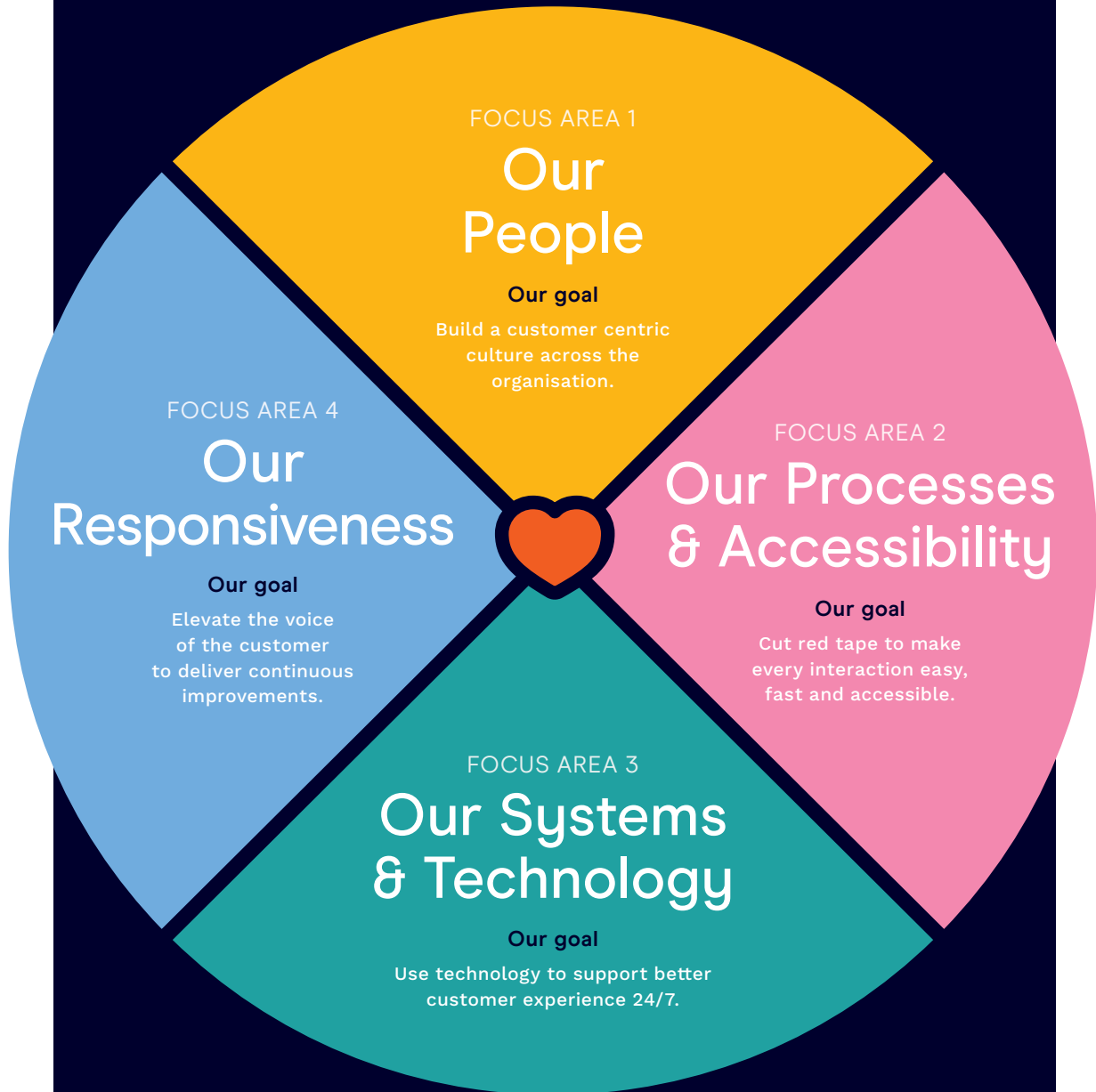
Our customer experience vision:

At Burwood Council our customers are at the heart of everything we do – we listen, we understand and we deliver a great customer experience every day.

Our Customer Experience Strategy sets out our four-year implementation plan across four key focus areas in order to achieve our vision for customer experience.



The key focus areas include:



The following Action Plan outlines a total of 42 actions that Council will implement by December 2027.



FOCUS AREA 1

Our goal

Build a customer centric culture across the organisation.

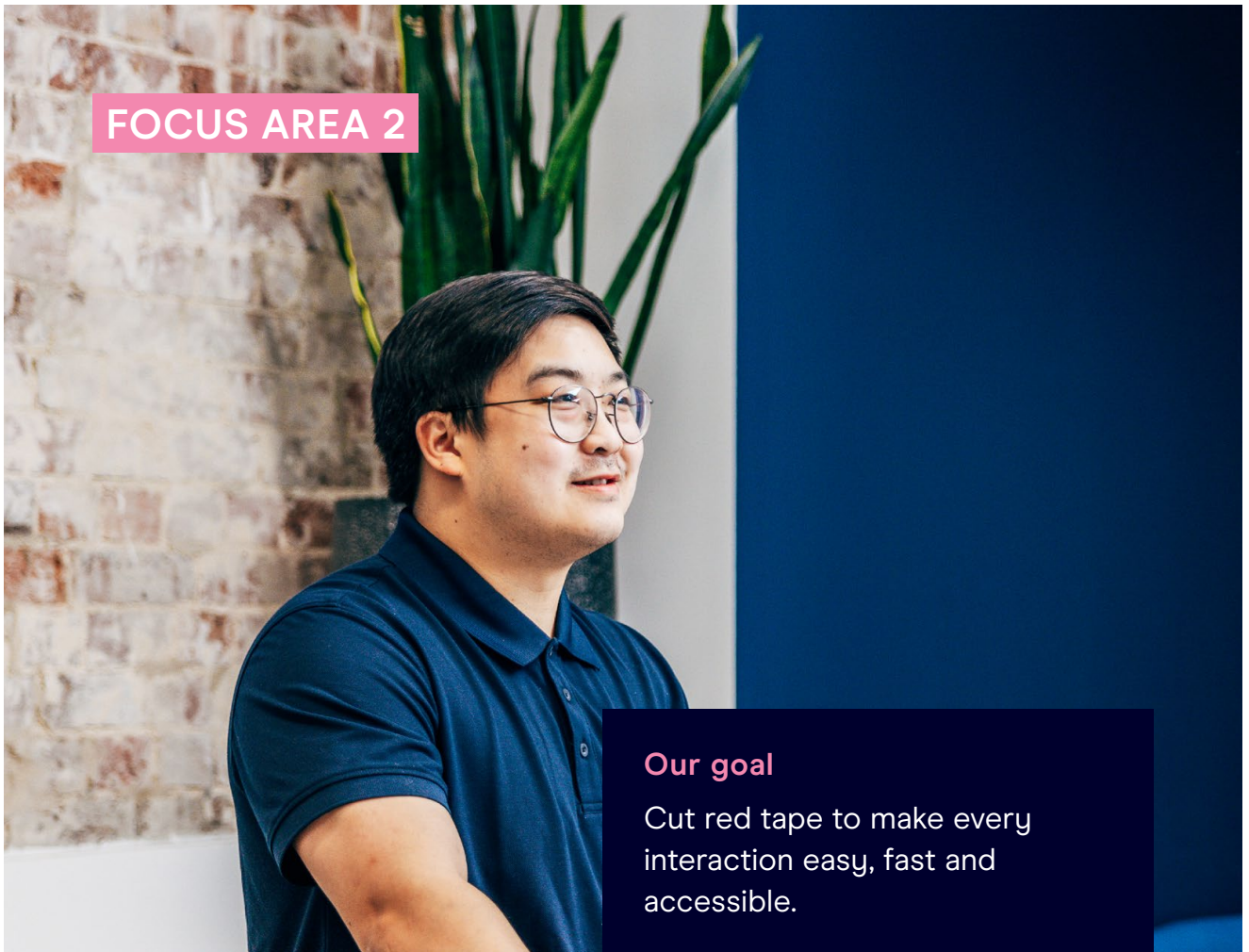
Our People

It is important that everyone in our organisation understands how their role and their actions are critical to customer experience. The right standards, supports and training are also required to ensure our people are equipped to help our customers and deliver a knowledgeable, fast and responsive experience.

The following actions will ensure we recruit the right people, shape a strong customer focus, empower and support our staff, and develop clear service standards to create a consistent customer experience across the organisation.



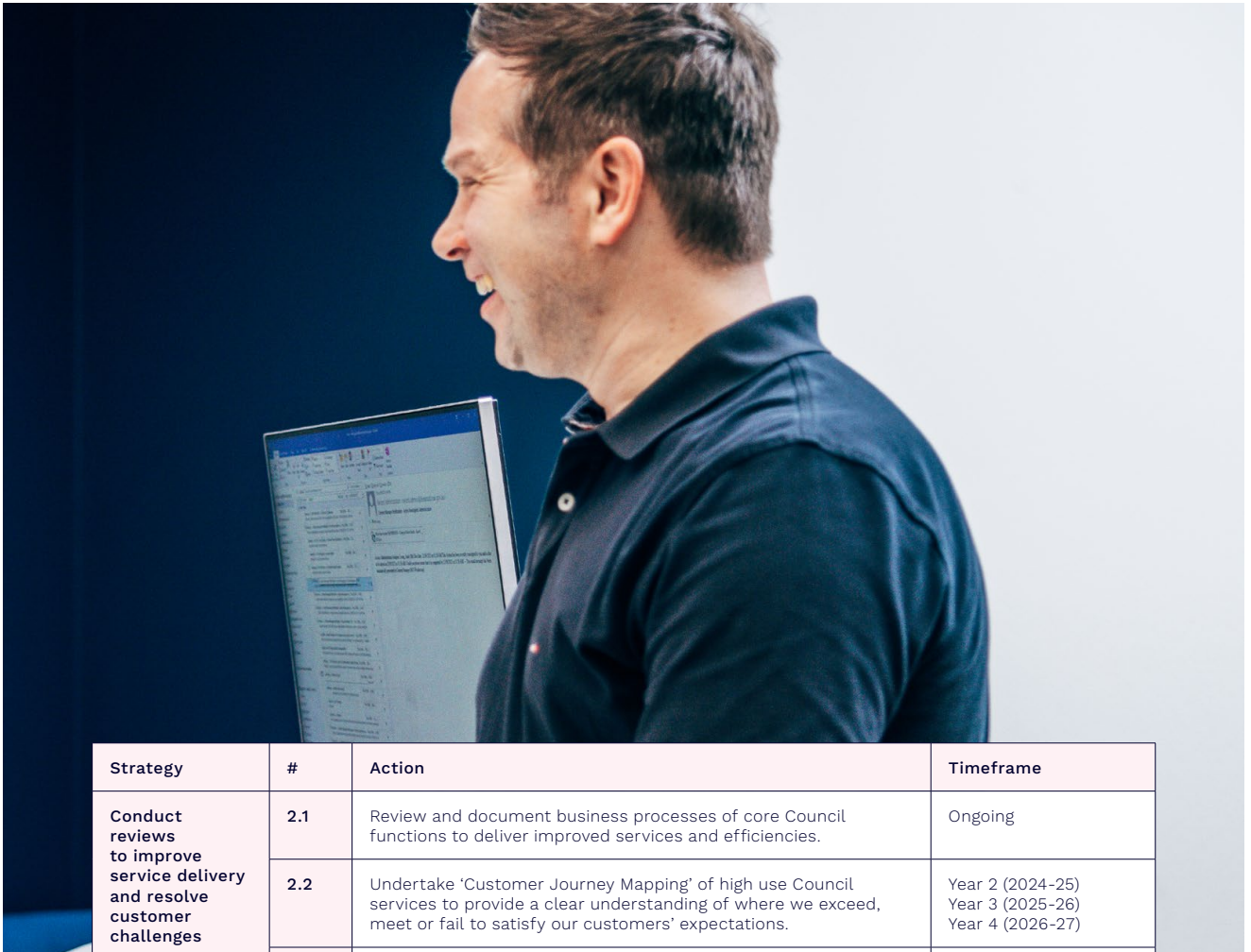
Strategy	#	Action	Timeframe
Shape a strong customer focus culture	1.1	All staff interviews to contain customer focussed questions to ensure we are recruiting the right people.	Year 1 (2023-24)
	1.2	Implement customer experience standards and criteria in staff position descriptions.	Year 3 (2025-26)
	1.3	Develop a new employee Induction Program incorporating the 'Call Centre Experience' and local tours.	Year 1 (2023-24)
	1.4	Review and refresh staff values to build a culture of performance excellence.	Year 1 (2023-24)
	1.5	Develop and implement customer experience measures in performance reviews across the organisation.	Year 3 (2025-26)
	1.6	Create telephone and correspondence etiquette guidelines for staff to ensure customer interaction is consistent across Council and meets customer expectations.	Year 1 (2023-24)
Empower and support our staff	1.7	Develop and deliver an organisation wide Customer Centric Training Program that focuses on proactive and positive outcomes.	Year 3 (2025-26)
	1.8	Develop a Coaching and Mentoring Program to support staff to improve their customer experience interaction.	Year 4 (2026-27)
	1.9	Develop an integrated Knowledge Management System for Customer queries and activate an organisation wide knowledge sharing program to encourage collaboration between departments and flow of information.	Year 3 (2025-26)
Develop clear service standards	1.10	Create a new Customer Service Charter, providing external commitment to our customers.	Year 1 (2023-24)
	1.11	Develop internal service standards for all Council services to create a smooth customer experience.	Year 3 (2025-26)



Our processes & accessibility

It is important that our customers are at the centre of everything we do when we plan and deliver our services. We have heard that our customers want simple and fast processes, easy to understand language and information, and multiple contact options to meet changing customer expectations.

The following actions will ensure we conduct regular reviews to improve service delivery and resolve customer challenges. They also seek to strengthen Council's ability to deliver accessible information and services by removing the barriers of bureaucracy to create quick and easy experiences that meet our diverse customer needs.



Strategy	#	Action	Timeframe
Conduct reviews to improve service delivery and resolve customer challenges	2.1	Review and document business processes of core Council functions to deliver improved services and efficiencies.	Ongoing
	2.2	Undertake 'Customer Journey Mapping' of high use Council services to provide a clear understanding of where we exceed, meet or fail to satisfy our customers' expectations.	Year 2 (2024-25) Year 3 (2025-26) Year 4 (2026-27)
	2.3	Improve Council's application processes for all Council services to ensure they are efficient and simple.	Year 2 (2024-25)
	2.4	Conduct a review of the Customer Contact Centre operating hours to assess if customer demand supports an expansion or alteration of opening hours.	Year 4 (2026-27)
	2.5	Conduct a review of our Complaints Management Policy to improve efficiency and transparency in the handling of complaints.	Year 2 (2024-25)
Strengthen Council's ability to communicate clear and accessible information	2.6	Promote awareness and increase the use of Council's language aide program and interpreter services.	Year 2 (2024-25)
	2.7	Develop and implement language and communication standards and guidelines for Council to increase use of easy-to-understand, jargon free and accessible language and information. This will involve training for Council staff.	Year 2 (2024-25)
	2.8	Deliver training to enhance staff knowledge in cultural awareness and understanding of our diverse community to improve customer experience.	Year 2 (2024-25)
	2.9	Promote the availability of accessible contact channels to customers, ensuring that technology driven solutions do not remove traditional interaction methods.	Ongoing
	2.10	Investigate and implement community notice boards at key locations and online.	Year 2 (2024-25)



FOCUS AREA 3

Our goal

Use technology to support better customer experience 24/7.

Our systems & technology

It is important that we embrace new technologies to be able to deliver the services our customers expect now and into the future. We have heard that our customers want us to significantly improve our website and continue to enhance our online platforms and self-service capabilities. As we build our night time economy and activate our

city all hours we will take steps to extend our operating hours and work towards 24/7 access to Council services and information.

The following actions will ensure we integrate systems to provide seamless customer experience and implement innovative technologies to provide access to Council services and information anytime from anywhere.



Strategy	#	Action	Timeframe
Integrate systems to provide seamless customer experience	3.1	Implement a fully integrated single Enterprise Resource Planning (ERP) software solution.	Year 2 (2024-25)
	3.2	Review the existing online booking and point of sale system for Enfield Aquatic Centre and implement an advanced solution that provides a better customer experience.	Year 3 (2025-26)
	3.3	Introduce integration with NSW Planning Portal to enable customers to submit and track their development applications seamlessly.	Year 2 (2024-25)
	3.4	Conduct a review of customer payment methods to provide more options and diversify payments.	Year 4 (2026-27)
Implement innovative technologies	3.5	Implement Electronic Parking Permits to improve access and deliver an improved service for the issuing of parking permits.	Year 2 (2024-2025)
	3.6	Develop and implement new technology to improve communication, such as email notifications and SMS alerts across different Council services.	Year 4 (2026-27)
	3.7	Expand availability of self service options for customers using new technologies.	Year 2 (2024-25)
Provide 24/7 access to Council services and information	3.8	Expand access to Library and Community Hub services beyond normal operating hours, through the roll out of Anytime Access, book lockers and the Enfield Library Pod.	Year 1 (2023/24) Year 4 (2026-27)
	3.9	Introduce online customer portal to make it easier for customers to do business with Council 24/7.	Year 4 (2026-27)
	3.10	Conduct a review of our website structure, functionality, content and home page to significantly improve user experience.	Year 2 (2024-25) Year 3 (2025-2026)
	3.11	Upskill staff at front facing locations to help address general customer enquires outside standard business hours.	Year 3 (2025-26)

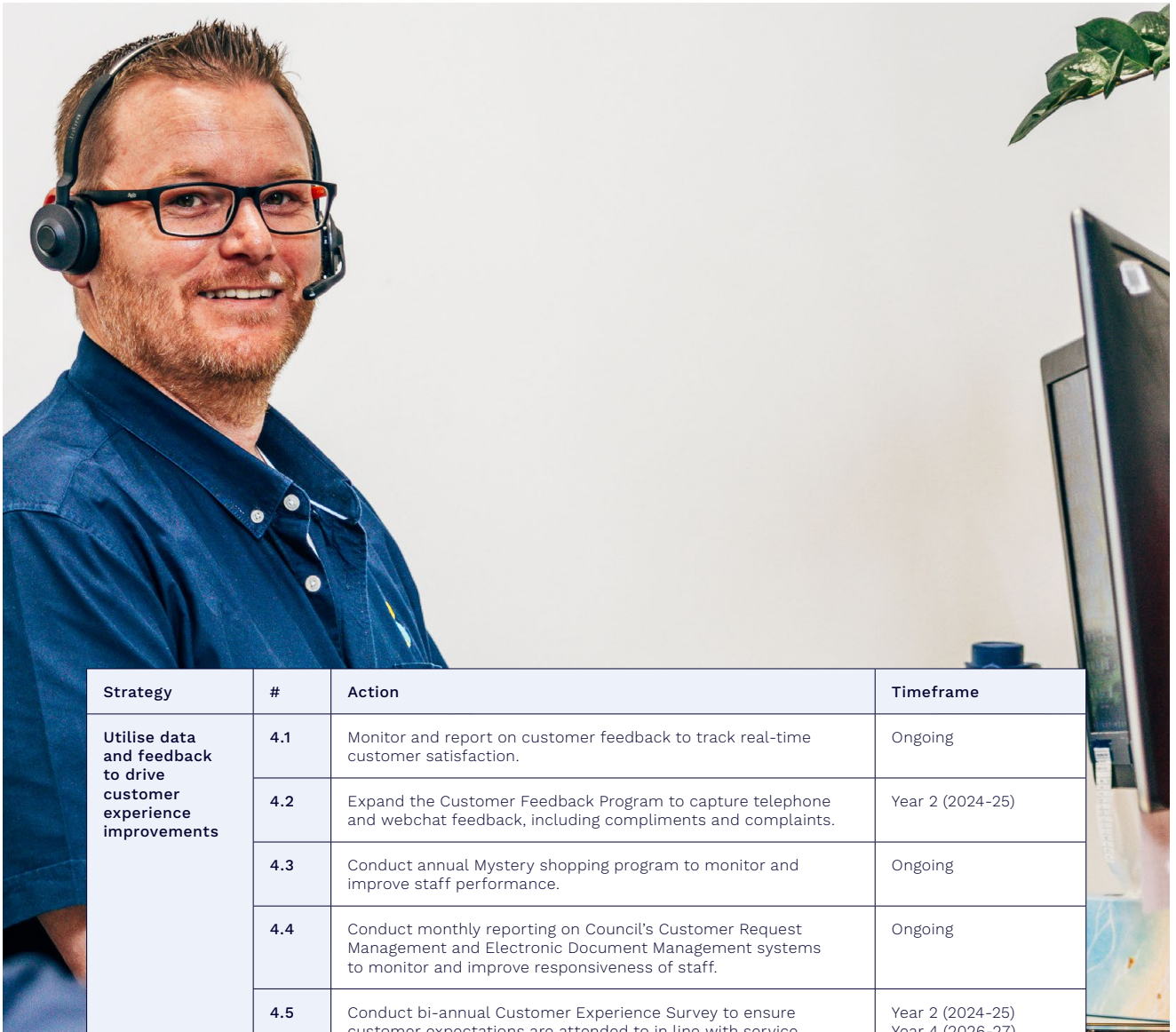
**FOCUS AREA 4****Our goal**

Elevate the voice of the customer to deliver continuous improvements.

Our responsiveness

It is important that we continue to listen to the feedback of our customers to drive ongoing improvements and build responsive service delivery. We have heard that customers want us to improve how we acknowledge their requests, keep them informed and report back on the outcome of their matter to 'close the loop.'

The following actions will ensure we utilise data to understand customer behaviour, improve their experience and resolve customer challenges. This will also involve implementing innovative ways for the community to provide ongoing feedback and extend Council's reach. We will also continue to measure our customer experience performance to track our progress through multiple measures, ensuring we are making steps towards achieving our customer experience vision.



Strategy	#	Action	Timeframe
Utilise data and feedback to drive customer experience improvements	4.1	Monitor and report on customer feedback to track real-time customer satisfaction.	Ongoing
	4.2	Expand the Customer Feedback Program to capture telephone and webchat feedback, including compliments and complaints.	Year 2 (2024-25)
	4.3	Conduct annual Mystery shopping program to monitor and improve staff performance.	Ongoing
	4.4	Conduct monthly reporting on Council's Customer Request Management and Electronic Document Management systems to monitor and improve responsiveness of staff.	Ongoing
	4.5	Conduct bi-annual Customer Experience Survey to ensure customer expectations are attended to in line with service standards.	Year 2 (2024-25) Year 4 (2026-27)
	4.6	Participate annually in the National Local Government Customer Service Network Benchmarking Program.	Ongoing
Create and implement a resolution focused framework	4.7	Develop and implement first contact resolution initiatives across the organisation.	Year 3 (2025-26)
	4.8	Develop and implement automated acknowledgement letters to improve responsiveness across the organisation. For more complex matters, implement status update standards to report back to the customer on the outcome of their service request and 'close the loop'.	Year 2 (2024-25)
Implement innovative ways for the community to provide ongoing feedback and extend Council's reach	4.9	Deliver pop up customer service stalls to reach customers who do not ordinarily interact with Council and increase knowledge of Council services.	Year 2 (2024-25) Year 3 (2025-26) Year 4 (2026-27)
	4.10	Continuously monitor existing and emerging services that generate the greatest levels of dissatisfaction, take action to address the key issues and communicate back to the community on the progress of improving customer experience.	Year 4 (2026-27)



We understand that there is no single customer experience measure that provides a complete picture of customer experience.

Monitoring our progress

Council is committed to achieving an improved customer experience for those who live, work, visit and do business in the Burwood Local Government Area.

Council will implement the Customer Experience Strategy over the next four years and keep the community updated on our progress through a range of informal and formal reporting measures to ensure accountability and transparency.

This will include:

- Reporting on progress of implementation of the Customer Experience Strategy actions in annual reports to be made available to the community online and in hard copy at the Burwood Library and Community Hub.
- Promoting the implementation of the Customer Experience Strategy across the organisation and reporting on our progress bi-annually through the Integrated Planning and Reporting process.

We understand that there is no single customer experience measure that provides a complete picture of customer experience. We will utilise a combination of measures and welcome ongoing feedback from our customers to understand how we can improve their experience when interacting with Council.

This will include:

- Undertaking the Community Satisfaction Survey and Customer Experience Survey every two years.
- Utilising additional customer experience data and measures, including tracking our real time CX Score and comments, Mystery Shopping results and National Benchmarking results.
- Assessing incoming complaints and compliments to help us shape our services into the future.



Measures*:

Community Satisfaction Survey

Overall satisfaction with performance of Council
(Baseline: **90%**)

Satisfaction with customer experience
(Baseline: **92%**)

Satisfaction with Council's efforts to inform residents
(Baseline: **86%**)

Satisfaction with Council's efforts to respond to residents
(Baseline: **80%**)

Satisfaction with contact with Council
(Baseline: **77%**)

Customer Experience Survey

Council - overall satisfaction with contact
(Baseline: **74%**)

Library Service - overall satisfaction with the quality of service
(Baseline: **96%**)

Enfield Aquatic Centre - overall satisfaction with the quality of service
(Baseline: **85%**)

Rate It CX Score
(Baseline: **8.0**)

Overall Mystery Shopping Result
(Baseline: **90%**)

Performance Against National Customer Service Benchmarking Standards

80% calls answered within 40 seconds
(Council's performance: **88%**)

Average call handle time of **120 seconds**
(Council's performance: **110 seconds**)

< 5% call abandonment rate
(Council's performance: **3.6%**)

80% of customers served at counter within 5 minutes
(Council's performance: **96%**)

80% of calls are resolved by customer service in the first contact
(Council's performance: **92%**)

*Micromex Community Satisfaction Survey (2023), Micromex Customer Experience Survey (2023) and all other data and scores based on 2022-23 results.

ITEM NUMBER 4/24 - ATTACHMENT 1

Draft Customer Experience Strategy 2024 - 2027 - For Adoption





Follow Council @BurwoodCouncil
www.burwood.nsw.gov.au

2 Conder St, Burwood NSW 2134
PO Box 240 Burwood NSW 1805

P 02 9911 9911
E council@burwood.nsw.gov.au



Culturally diverse communities of Burwood

BACKGROUND REPORT

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 acknowledge the Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia.

We also acknowledge other Aboriginal and Torres Strait Islander Peoples living in the Burwood Local Government Area.

Thanks to our community

We would like to thank all the local community members, businesses, cultural groups, staff, service providers and other stakeholders who contributed their time, energy and voices during this research process.

Prepared for Burwood Council by Engage for Change (ABN 90 167 665 385)

Title: 'Culturally Diverse Communities of Burwood' Background Paper - key findings from desktop research and community engagement

Principal Consultants: Merryn Howell, Mia Cox, Adama Kamara

Date: 20 December 2022 (updated January 2024)

CONTENTS

INTRODUCTION	3
ABOUT BURWOOD	4
METHODOLOGY	5
WHO WE HEARD FROM	7
STRATEGIC CONTEXT	9
SETTLEMENT HISTORY	12
A Brief Timeline of Cultural Settlement in Burwood	12
OUR DIVERSE COMMUNITY	13
Language	14
Languages other than English	14
English proficiency	14
Migration and Settlement	14
Born Overseas	14
New arrivals	14
Refugee and Humanitarian Entrants	16
Temporary residents	16
International students	16
Diversity in Schools	17
Religious affiliation	17
COUNCIL'S ROLE	18
How Council supports its culturally diverse community	18
SOCIAL INFRASTRUCTURE: OVERVIEW	19
CALD Specific Services (funded services)	20
Settlement Providers	20
CALD-specific Community Services	21
Cultural and Community Groups (Grassroots Community Organisations)	21
Other Language Providers	22
Place-based Community Services (funded services)	22
Learning and education	23
Community language schools	23
Government agencies	23
Multicultural Networks & Interagencies	24
Business Sector Networks	24
SOCIAL INFRASTRUCTURE: BURWOOD CASE STUDIES	27
KEY FINDINGS: INSIGHTS ABOUT BURWOOD	31

Burwood's Unique Strengths	31
Pre-arrival experiences of Government and support systems	33
FINDINGS: EMERGING COMMUNITY NEEDS	36
Identified needs and gaps	36
KEY FINDINGS: BARRIERS TO ACCESS	50
KEY FINDINGS: SECTOR SUPPORT NEEDS	54
KEY FINDINGS: ENGAGEMENT	60
Communicating and Engaging with CALD communities	60
Appendix A: Language and cultural groups by location	62
Born Overseas	63
Recent Arrivals	64
Languages spoken at home	65
Low English Proficiency	65
Chinese community	67
Korean community	69
Arabic-speaking community	69
Italian community	71
Indian community	72
Appendix B: Diversity Snapshot by Suburb	73
Appendix C: Settlement Roles, Responsibilities and Outcomes	85
Appendix D: Formal and informal support networks	87
Appendix E: Supporting Data	89
Gambling Harm	89
Social inclusion & racism	90
Appendix F: Communities of interest	92
Appendix G: Stakeholders Interviewed	93
GLOSSARY OF TERMS	94

INTRODUCTION

Purpose

This research has been undertaken to inform Burwood Council's understanding of the culturally diverse communities that make up the Burwood community.

The overarching objectives of the research and engagement process were to:

- Identify and build ongoing relationships with representatives from the culturally diverse communities of Burwood;
- Understand and map community networks and key social infrastructure within Burwood;
- Identify community priorities and emerging needs, service gaps as well as potential partnership opportunities;
- Identify opportunities to improve communication and engagement with diverse communities, including overcoming barriers and increasing community participation to inform Council's new Community Engagement Strategy;
- Provide an evidence base and identify local case studies, ideas and good practice relevant to the Burwood context, to inform Council's approach to engagement, community development and sector support.

This document summarises the key findings gathered through desktop research and community engagement. It provides a snapshot of who we heard from, what we heard and the range of opportunities for Council to consider. It has also informed recommendations and key focus areas for Council to take further action building on this research.

Key findings have been used to inform the development of Council's new Community Engagement Strategy to guide Council's engagement with its diverse community, building on good practice and responding to the unique needs of the Burwood community.

The research will also provide an evidence base to guide Council's future approach and work with the local community and community sector as well as inform future Council strategies, such as a new Youth Action Plan, Customer Experience Strategy, Community Safety, Event Strategy and Cultural Plan, etc.

We would like to thank all the local community members, businesses, cultural groups, Councillors, staff, service providers and other stakeholders who contributed their time, energy, voices and ideas during this research process.

ABOUT BURWOOD

Population: 40,440 (ERP 2021)

Total households: 16,610 (ratepayers)

Businesses: 5,311 (ABS 2022)

Located in the inner western suburbs of Sydney, approximately 12 kilometres from the CBD.

Size: 7km², made up of six suburbs:

- Burwood
- Burwood Heights
- Croydon (part)
- Croydon Park (part)
- Enfield
- Strathfield (part)

Nearly half the Burwood population (45%) lives in Burwood Town Centre.

Burwood is the first strategic centre west of the Sydney CBD, with a thriving business and retail centre, a growing night time economy and unique cultural and events destination. It is a main transport hub and surrounded by historic villages, each with their own distinct character and charm.

Burwood is experiencing substantial growth, with 45% of households having children and 66% living in medium or high-density housing (ABS, 2021).

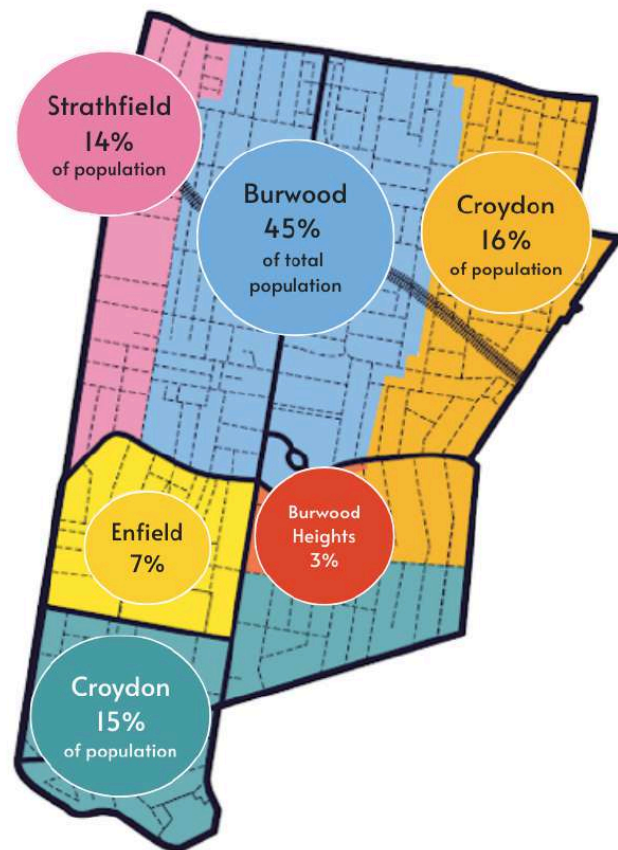
The population is expected to nearly double by 2036 with 32,000 more people within the LGA requiring access to transport, housing, open spaces and services (Burwood2036).

The Burwood LGA has the lowest ratio of open space per person in Metropolitan Sydney with a significant undersupply of public open space for recreation.

Burwood's population is highly multicultural; a melting pot of cultures with 58% of residents born overseas, and 63% of Burwood residents speaking a language other than English at home, the most common being Mandarin, Cantonese, Nepali, Arabic and Italian.

Burwood has a rich and diverse cultural heritage, comprising a range of new and established communities. The area has a strong Asian identity with 1 in 3 people in Burwood born in China, in addition to established Italian, Greek, Vietnamese, Lebanese and Korean communities and a large newly emerging Nepalese community.

Burwood also has a slightly higher proportion of people in need of assistance due to disability, 5.1% for Burwood LGA (ABS (2021), compared to Sydney Inner West (4.7%) and Greater Sydney (5.2%).



Source: ABS Census, 2021 and Council data

METHODOLOGY

The methodology used to develop this research paper involved:

Demographic Analysis

- Analysis of public data from a variety of data sources such as the Australian Bureau of Statistics, Department of Home Affairs Settlement Database, Department of Education, Skills and Employment, national schools (ACARA) data, Liquor and Gaming NSW, Burwood Council publications and other data sets.

(Note: LGA-specific data was prioritised, where available, but in the absence of this data, regional data was examined.)

Desktop research

- Scan of research and publications relevant to engaging with culturally and linguistically diverse communities - case studies, learnings and leading practice.
- Undertake high level mapping of cultural networks, community groups and services operating in, or servicing, the Burwood LGA

Community and stakeholder engagement

- Review of recent engagement undertaken by Council.
- 1:1 in-depth, semi-structured interviews with representatives from diverse CALD communities and other service providers or stakeholders.
- Community engagement activities with community members, community groups and businesses - seeking to capture the diverse voices and perspectives of community members and stakeholders across the Burwood LGA.

Staff and Advisory Committee consultations

- Workshops with Council staff and representatives from Council's Advisory Committees including Multicultural, Youth and Disability Inclusion Panel.

Review of key findings to identify emerging needs and service gaps and opportunities and recommendations for Council to consider.

How we engaged

The following provides a snapshot of the community engagement activities undertaken.

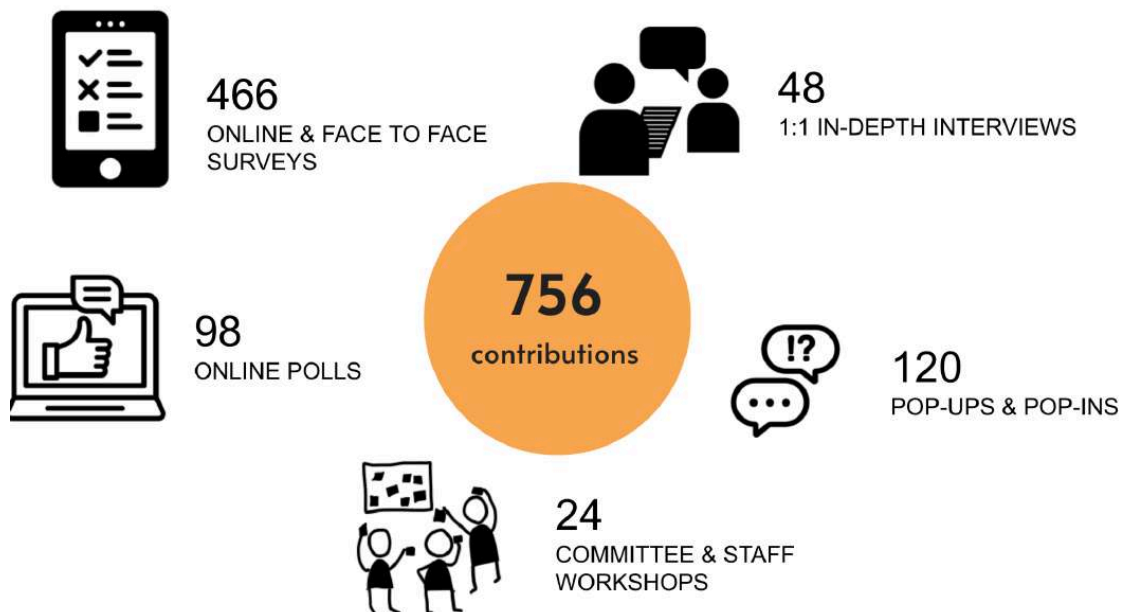
HOW WE ENGAGED		WHO WE ENGAGED
Residents and Businesses		
Survey (online, phone and in person)	Online survey - open for 4 weeks (between 21 September and 24 October 2022). Surveys were translated into Chinese, Korean and Nepali. Surveys were completed online or in person.	453 surveys
Online poll	2 x poll surveys	98 responses
Pop ups and Pop-ins (9)	4 x Town Centres (Burwood, Strathfield, Enfield, Croydon) 1 x Burwood Westfield 2 x Burwood Library and Customer Service 1 x Youth outreach in Burwood Park 1 x Eurella Community Services people with disability, carers and workers	120 responses
Community and Cultural Groups, Service Providers & Other Stakeholders		
Sector survey (online)	Online survey - open for 4 weeks (between 21 September and 24 October 2022).	13 surveys
1:1 in-depth stakeholder interviews	35 x in-depth 1:1 phone interviews were conducted with: <ul style="list-style-type: none"> representatives from a cross section of Burwood's CALD communities (inc. Chinese, Korean, Nepalese, Vietnamese, Greek, Arabic/Lebanese, Uyghur, Thai, Spanish-speaking) a cross section of key stakeholders (service providers, faith-based organisations, government agencies e.g. Police, TAFE, Health, Centrelink, Mayor of Burwood) 	48 stakeholders representing 35+ organisations*
Interagency meeting	Feedback sought at the Burwood Regional Child and Family Interagency on 12 October 2022.	19 members
Community Working Group	2 x meetings with members of Council's Advisory Committees comprising a cross section of Access & Inclusion, Multicultural, Youth.	11 members
Staff workshop	2 workshops and meetings with staff	13 staff

* A list of organisations/stakeholders who were interviewed is included in Appendix A.

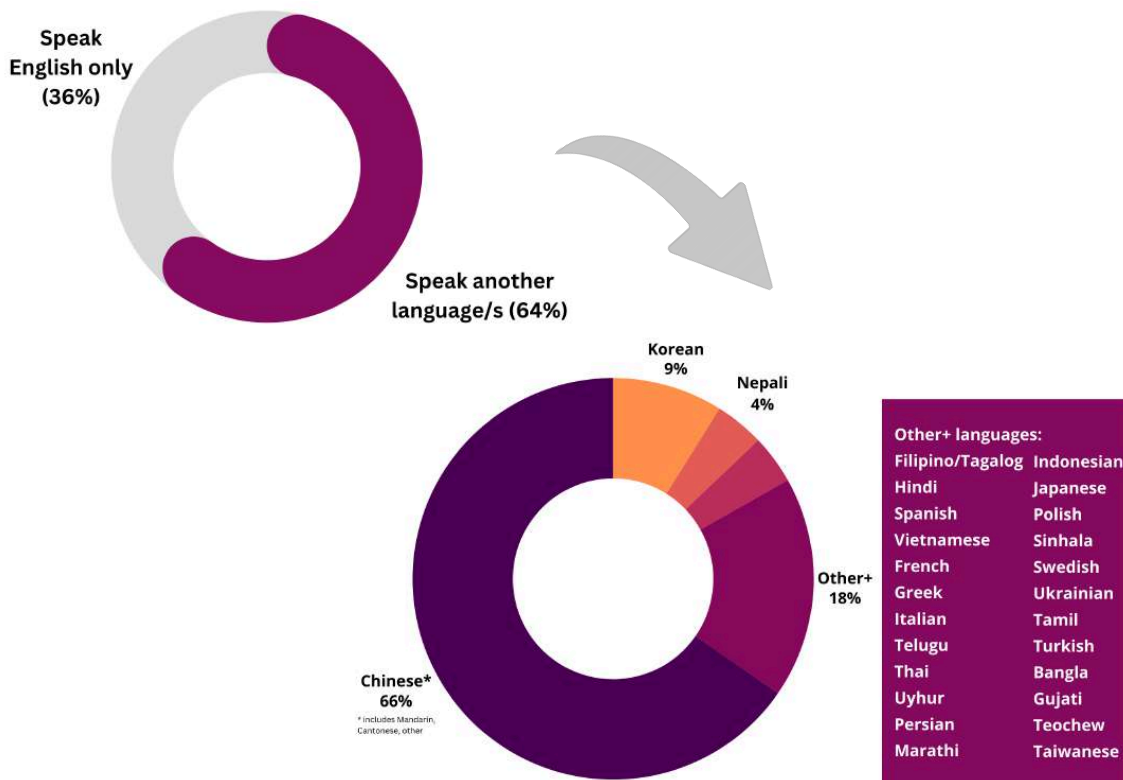
Previous engagement results were also reviewed, such as the 2021 Community Satisfaction Survey (406 phone surveys) results and 2022 consultations to inform the Burwood Disability Inclusion Action Plan (DIAP) and Burwood Arts and Cultural Forum and Organisation Survey with arts and cultural organisations (13 surveys and 24 participants).

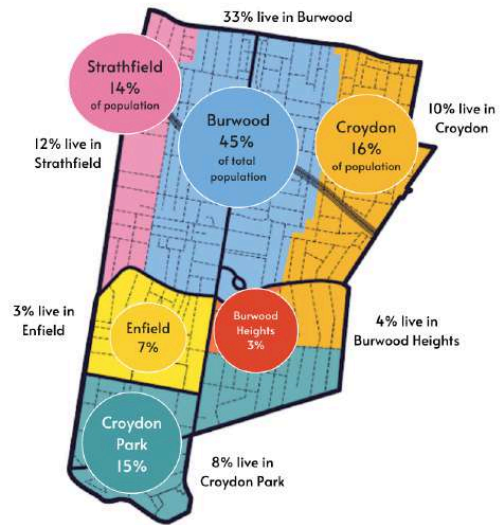
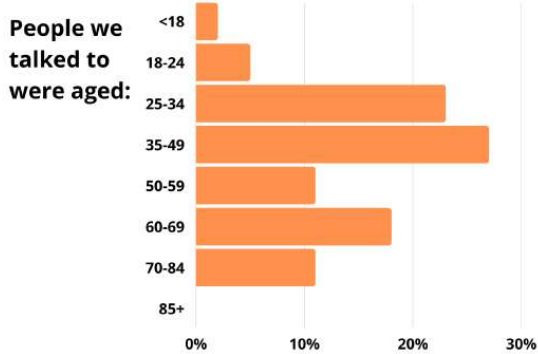
Promotion reached over 30,000 recipients through various channels including: Council Weekly E-newsletter (12,148), Business E-newsletter (1,235 recipients); Participate Burwood; 4 x Social Media Channels (15,400+); WeChat (1,300+); as well as Community Networks/Services.

WHO WE HEARD FROM



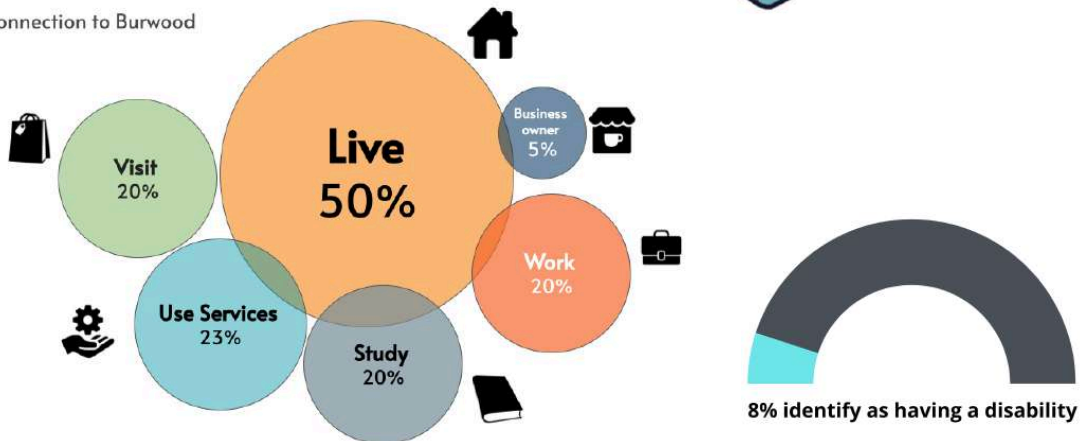
As demonstrated below, participants closely reflected the community profile of Burwood - including diverse cultural and linguistic backgrounds, across all age groups and parts of the Burwood LGA.





We heard from people who live, work, invest, study and visit the Burwood Council area.

Connection to Burwood



Community members with additional barriers such as: disability; digital exclusion; new arrivals; low English proficiency; as well as small and emerging communities were also represented.

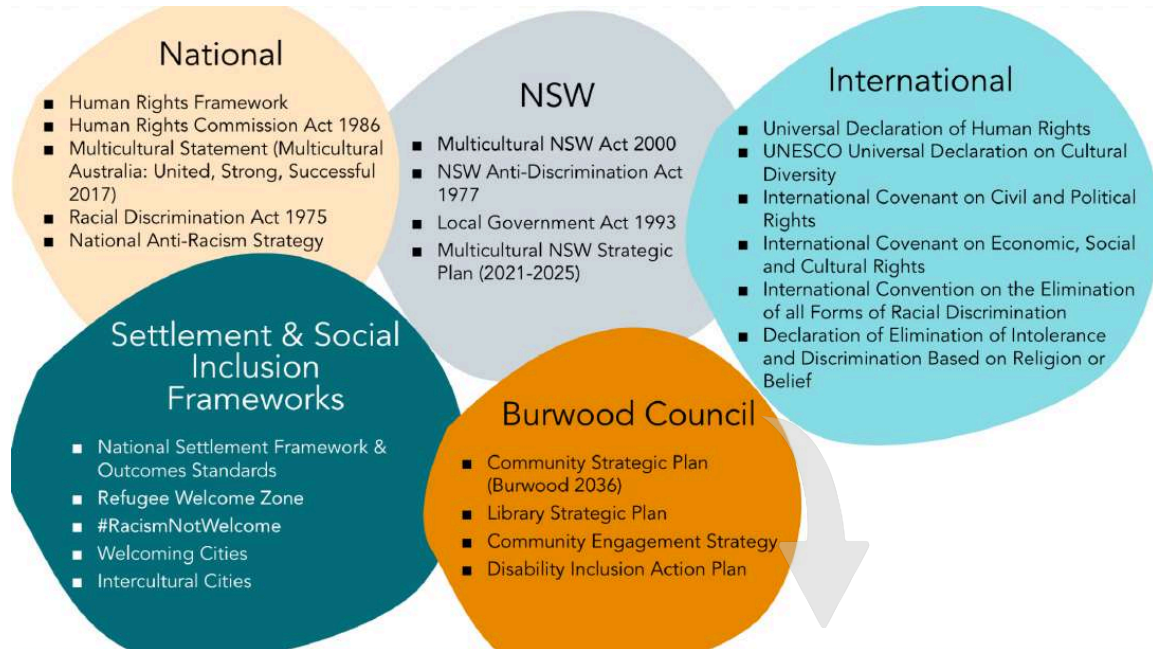
NOTE:

Many people shared their experiences and ideas during this research process through formal and informal engagement and conversation. This has provided a great insight into understanding the strengths, structures, priorities and emerging needs for culturally diverse communities of Burwood.

However there can never be one single story or set of stories about any community. Communities are diverse and dynamic and the voices we heard from cannot necessarily represent everyone's experiences of the culturally and linguistically communities of Burwood. Instead, these findings provide a reflection of a cross-section of local community and service providers' views and insights.

STRATEGIC CONTEXT

Multicultural Policies and Legislative Framework



The 4 Principles of Multiculturalism as set out in the Multicultural NSW Act 2000 are:

- All individuals in NSW should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.
- All individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.
- All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of NSW.
- All institutions of NSW should recognise the linguistic and cultural assets in the population of NSW as a valuable resource and promote this resource to maximise the development of the State.

Social Cohesion & Intercultural Frameworks

Council has an important role to play in fostering social cohesion because it is best placed to understand individual communities at a local level.

Local initiatives which strengthen intercultural understanding and connection can help build a stronger and more cohesive community which values diversity as a strength.

Social cohesion refers to the strength of relationships and the sense of solidarity among members of a community. True social cohesion is how much people are willing to trust and interact with members outside of their identities.

Intercultural connection involves engaging diverse cultures in ways that recognise commonalities and differences, create connections with others and cultivate mutual respect and understanding of all cultures.

“Burwood is a welcoming and diverse place, but racism and discrimination still exists. Council can help to promote respect and cross-cultural understanding.”

Table 1 provides an overview of local, national and international initiatives and frameworks designed to foster social inclusion and cohesion that local Council’s can join.

Table 1: Social Cohesion & Intercultural Frameworks for Local Government

Initiative/Framework	Description
Refugee Welcome Zone	<p>An initiative designed by the Refugee Council of Australia.</p> <p>A Refugee Welcome Zone is a Local Government Area which has made a symbolic commitment to welcoming refugees into the community, upholding their human rights, embracing cultural and religious diversity in the community and celebrating the contributions refugees make within our community.</p> <p>Burwood was declared a Refugee Welcome Zone in 2015. It is one of 174 Local Government Areas who have committed to being Refugee Welcome Zones across Australia.</p>
#RacismNotWelcome Campaign	<p>An initiative of the Inner West Multicultural Network, established in March 2020, in response to an increase in racist abuse and attacks on people from Chinese and other Asian backgrounds during the initial period of the COVID-19 Pandemic.</p> <p>The #RacismNotWelcome campaign is a community-led, grassroots initiative intended to acknowledge the existence of racism and take a public stance against racism.</p> <p>It has been since adopted by 17 councils, including Burwood in July 2021.</p> <p>The #RacismNotWelcome Campaign in Burwood is overseen by the Burwood Multicultural Advisory Committee (MAC) who provide advice to Council and support actions such as the Burwood Chinatown Public Art Project, The Last Lion, and ‘No Room for Racism in Burwood’ Video.</p>
Welcoming Cities Network	<p>An initiative of Welcoming Australia, founded by the Scanlon Foundation.</p> <p>Welcoming Cities is a national network of LGAs who are committed to working towards achieving greater social cohesion where everyone can belong and participate in social, cultural, economic and civic life.</p> <p><i>The Australian Standard for Welcoming Cities</i> establishes a framework for local councils to:</p> <ul style="list-style-type: none"> ● benchmark their cultural diversity and inclusion policies and practices across the organisation; ● identify where and how further efforts could be directed; and, ● assess progress over time. <p>Councils can access and progress through the Standard according to their capacity and resources (from Established, Advanced, Excelling, to Mentoring) with assessment/accreditation renewed or progressed every 3 years.</p> <p>There are currently 76 councils across Australia who have joined the Network.</p>
Intercultural Cities	<p>An international initiative of the Council of Europe.</p> <p>The Intercultural Cities program (ICC) focuses on links between diverse communities. It works towards achieving greater social cohesion through benchmarking, planning and sharing resources for promoting, implementing and evaluating intercultural practice in local government settings.</p> <p>There are currently over 160 cities across 35+ countries, including 4 Councils in Australia, who are ICC members.</p>

Role of Local Government in Settlement

Since 1945, Burwood has been influenced by waves of migration and settlement from across the world. The area is now home to a high proportion of newly arrived community members.

As the level of government closest to the community and most equipped to respond to community concerns, councils provide a range of services and programs to support community members to settle into their new community. These can include:

- Consulting and engaging with recent arrivals;
- Leading, partnering or advocating for programs and services in response to community needs and gaps;
- Strengthening community and cultural networks and building skills and knowledge within communities;
- Increasing cultural awareness internally and within the community;
- Civic and community education;
- Bringing different cultures together through festivals and other programs to increase social cohesion;
- Advocating on behalf of the community.¹

[Appendix C: Settlement Roles, Responsibilities and Outcomes](#) shows the role that local government plays, together with other levels of government and non-government organisations, in supporting the settlement of new community members within the context of the National Settlement Framework. It also identifies the key settlement outcome areas that individuals may need assistance with.

Whilst many of these areas of responsibility fall within state and federal government responsibilities, the benefits and/or impact of settlement outcomes are often felt at a local level. Council can often play a key support or advocacy role where there are gaps or needs arising.

¹MyriaD Consultants 2014, 'The role of local government in settlement and multiculturalism', Victorian Local Government Multicultural Issues Network, Melbourne.

SETTLEMENT HISTORY

Since 1945, Burwood has been influenced by waves of migration from across the world. After World War II, many migrant families from Europe and Great Britain came to the area via Woodstock Villa in Burwood (now Woodstock Community Centre) which operated as a Migrant Hostel.

More recently, new arrivals from South-East Asia, Indian subcontinent and all corners of the world have settled here, alongside the more established European communities creating the diverse cultural melting pot that is Burwood today.

A Brief Timeline of Cultural Settlement in Burwood

60,000 >	1794 1874	1940s - 1970s	1970s	1980s	2000s	2010s	2020s
Traditional Custodians: Wangal Clan of the Eora Nation	<p>European settlement</p> <p>1794: First settler, Sarah Nelson, established a farm at Malvern Hill, Croydon</p> <p>1799: 'Burwood' Farm established by Capt. Thomas Rowley</p> <p>1874: Municipality of Burwood established</p>	<p>Post-war migration</p> <p>1948 - 1974: Woodstock Villa operated as a Migrant Hostel for immigrant families from Europe and Great Britain</p> <p>1950s: Russian community, faith and businesses established in Strathfield/Burwood</p> <p>1950s - 1970s: Greek and Italian migrants arrive</p> <p>(1970 - Saint Nectarios Greek Orthodox Parish, Burwood established)</p>	<p>1970s: Lebanese arrive</p> <p>(1978 - St Joseph's Maronite Catholic Church, Croydon established)</p> <p>1976 - 1985: Vietnamese settlement</p>	<p>1980s: skilled migrants arrive (Korean, Nepalese, Indonesian and others)</p> <p>1988 onwards: Chinese, Indian, Middle Eastern migration and others</p>	<p>2008: First Burwood Lunar New Year Festival</p>	<p>2012: First Greek Street Fair held</p> <p>2015 - 2019: China Fun Festival</p> <p>2015: Burwood Council declared a 'Refugee Welcome Zone'</p>	<p>2021: Burwood Council adopts #RacismNotWelcome campaign</p> <p>2021: Census results show Nepalese fastest growing community in Burwood</p> <p>2022: Nepal Festival Sydney relocates to Burwood Park</p>
	<p>1901: Immigration Restriction Act ('White Australia Policy')</p>	<p>1945: Post-War British migration ('Ten-Pound Pom' scheme)</p> <p>1956: Non-European residents allowed to apply for citizenship</p> <p>1964: First citizenship ceremony held in Burwood</p> <p>1967: First migration agreement with a non-European country (ie. Turkey)</p>	<p>1973: White Australia policy abolished, Australia declared a 'multicultural' society</p> <p>1975: Racial Discrimination Act</p>				<p>2020: Australian borders closed to all non-citizens/residents (March)</p> <p>2021: borders re-opened to vaccinated skilled migrants and foreign students (Dec)</p>

OUR DIVERSE COMMUNITY

Snapshot of Cultural Diversity In Burwood

Born overseas & recent arrivals	58% from 79 countries - 1.5 x Greater Sydney 1 in 3 overseas residents (23,221 people) are new arrivals (arriving in the 5 years prior to 2021)
Countries of birth (Top 5)	China (18% or 7,291 people) Nepal (8% or 3,060 people) India (3% or 1,249 people) Vietnam (3% or 1,076 people) South Korea (2% of 985 people)
Emerging groups	#1 Nepalese, #2 Malaysian, #3 Vietnamese, #4 Filipino
Language other than English spoken at home	63% of people (25,277 people) (5th most diverse LGA in Australia) 56 different languages spoken
Language other than English (Top 10)	1. Mandarin (20%) - 4 x Greater Sydney 2. Cantonese (8%) - nearly 3 x Greater Sydney 3. Nepali (7%) - 6 x Greater Sydney 4. Arabic (4%) 5. Italian (3%) 6. Korean (3%) 7. Vietnamese (2%) 8. Greek (2%) 9. Filipino (1%) 10. Spanish (1%)
English proficiency	31% (12,641 people) speak English only 49% (19,789 people) speak another language, and English well or very well 14% (5,569 people) do not speak English well or not at all
Ancestry (Top 10)	106 different ancestries 1. Chinese (33%) - 1 in 3 people 2. English (11%) 3. Australian (10%) 4. Nepalese (7%) 5. Italian (4%) 6. Lebanese (4%) 7. Irish (4%) 8. Indian (4%) 9. Korean (3%) 10. Greek (3%)
Religion	38% Christian, 20% Non-Christian, 35% No religion Top 3: #1 Roman Catholic (19%) #2 Hindu (10%) - 2 x higher than Greater Sydney #3 Buddhist (8%) - 2 x higher than Greater Sydney Emerging groups: Hinduism, Buddhism, Maronite Catholic, Islamic

See ***Burwood Suburb Profiles: Our Unique Places and People*** (Appendix B) for details about the diversity and social infrastructure within each suburb.

Data source: ABS Census 2021

Language

The inflow of migrants over many years has seen Burwood develop into a cultural melting pot of diverse communities.

Burwood is now the 5th most diverse LGA in Australia with nearly 2 in every 3 people (63%) speaking a language other than English.

There are over 79 nationalities, 106 different ancestries and over 56 languages spoken by people living in the Burwood LGA.

These culturally and linguistically diverse residents contribute to the vibrancy, resourcefulness and resilience of the Burwood community.

Languages other than English

Burwood has a high proportion of people speaking a language other than English.

In all suburbs, more than 45% of the population speaks a language other than English at home with the highest proportion being 76% in Burwood (North) and 73% Strathfield (South).

In the suburb of Burwood, 1 in 3 people speak Chinese.

English proficiency

Whilst multilingualism is a great strength of the Burwood community, low English language proficiency can contribute to barriers to social inclusion and access to Council or other services.

At the 2021 Census, 14% of Burwood residents (or 5,569 people) reported they 'speak English not well or not at all', more than double the rate of Greater Sydney (6%).

This is highest in Burwood (North) where 1 in 5 people have low English proficiency.

Refer to [Appendix A: Diversity profiles by place, cultural and language groups](#) for this information represented visually across the Burwood LGA.

Migration and Settlement

Born Overseas

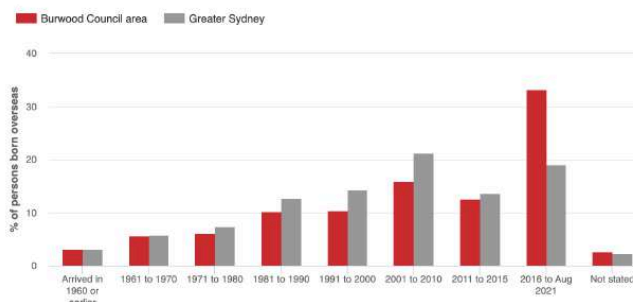
58% of people in Burwood LGA were born overseas, with 33% of those arriving in the last 5 years.

1 in 3 residents in the Burwood Town Centre were born in China, however across the LGA there is high diversity with residents from 106 different ancestries.

There are a number of second and third generation migrants speaking a language other than English at home as shown by the difference between the proportion of people born overseas, and the proportion speaking a non-English language at home (58% vs. 63%). Older more established communities include Italian, Vietnamese, Greek and Lebanese as well as early Korean and Chinese migrants who settled in the area.

Figure 1 shows the trend of overseas arrivals by year of arrival, from the 1960s (or earlier) to now with the vast majority arriving since 2001.

Figure 1: Overseas arrivals by Year of arrival in Australia (2021)



Small and emerging communities include Nepalese (fastest growing language spoken in Burwood), Ukrainian, Telugu, Tamil and Bangla.

New arrivals

Data from the Department of Home Affairs (DHA) indicates that in the last 6 years, Burwood welcomed 4,159 permanent new arrivals from 101 different countries.²

As seen in Figure 2:

- nearly 3 in 4 arrived as skilled migrants and
- 1 in 4 came via family reunion,
- only 1% were humanitarian entrants.

²Department of Home Affairs, 2022, Humanitarian/Family/Skilled settlers with a Date of Arrival between 01/01/2016 and 01/01/2022 currently recorded as residing in Burwood as at 04/07/2022

Figure 2: New arrivals to Burwood LGA by migration stream (2021)

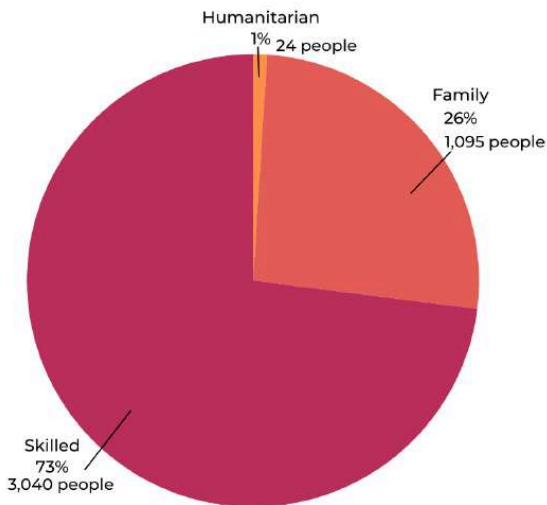
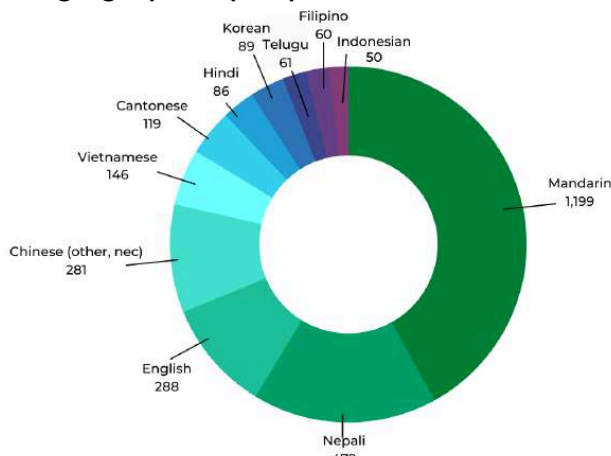
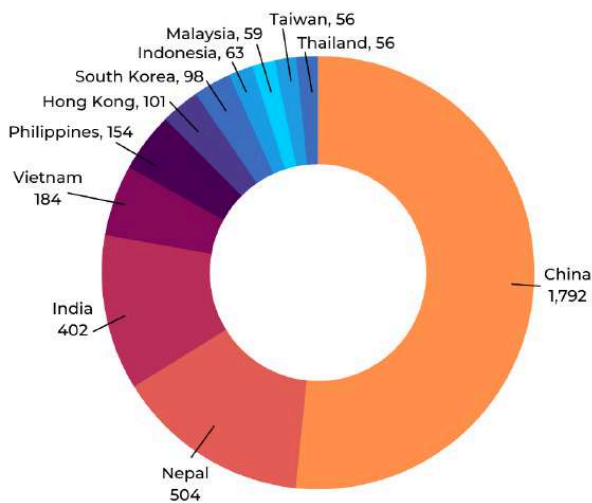


Figure 4: New arrivals to Burwood LGA by language spoken (2022)



Figures 3 and 4 provide an overview of the number of settlers by country and language (where the number is greater than 50 people).

Figure 3: New arrivals to Burwood LGA by country (2022)



The majority of new arrivals in the Family migration stream had low levels of English language proficiency ('Poor' or 'Nil'). Service providers indicated that there are high numbers of grandparent carers from CALD backgrounds in Burwood and that social isolation is an issue for many seniors which is compounded by language barriers.

Due to COVID-19 and the closure of Australia's borders, there were fewer new arrivals to Burwood during 2020, 2021 and 2022. Additionally China's borders were also closed for an extended period.

Less than 65 people arrived in Burwood through the permanent migration program during 2021 and less than 5 people in the first half of 2022. The majority of these were family members of local residents.

Note: There is a significant variation in the Burwood new arrival data based on Census data (all) and settlement data (permanent visa holders only).

Census data indicates that as at August 2021, 7,704 overseas-born residents (all) living in Burwood had arrived in the previous 5 years between August 2016 and August 2021).

Settlement data includes that as at July 2022, 4,159 overseas-born residents living in Burwood had arrived as permanent migrants in the previous six years between January 2016 and January 2022).³

The large variance could indicate that either:

³Department of Home Affairs, 2022, Humanitarian/Family/Skilled settlers with a Date of Arrival between 01/01/2016 and 01/01/2022 currently recorded as residing in Burwood as at 04/07/2022

- there are significant numbers of temporary visa holders (international students, visitors or temporary workers/business purposes) in Burwood;
- or many new arrivals, who were residing in Burwood in August 2021, moved out of the Burwood area by July 2022.

Refugee and Humanitarian Entrants

Burwood Council has been a Refugee Welcome Zone since 2015.

Over the last 6 years, 24 people arrived in Burwood under the Australian Government’s Refugee and Humanitarian Program.⁴

The ethnicities of humanitarian entrants included:

- Syrian
- Han Chinese
- Pakistani
- Palestinian
- Uyghur
- Tigrinian
- Mandarin Chinese
- Burundian
- Bangladeshi

Temporary residents

International students

Anecdotally, Burwood has a high amount of student accommodation, due to its central location and easily-accessible public transport options, diverse community and proximity to local international colleges (six based in Burwood). Burwood Girls High School also has one of the largest International Student programs in NSW. PLC and MLC also both accept international students and children of temporary visa holders.⁵

Service providers have identified that it is hard to keep track of where international students are living. This is due to the high level of transience among international students who are impacted by rising rents and frequently have to move. Further, many international students do not trust government authorities due to their precarious residency status and are often fearful of disclosing information such as where they are living.

International student data is not available at the Burwood LGA level, only available at a regional

⁴Ibid
⁵NSW Department of Education International, Burwood Girls High School Profile (accessed 18 Nov 2022): www.deinternational.nsw.edu.au/schools/burwood-girls-high-school

level. The Sydney - Inner West (SA4) region includes Burwood as well as Strathfield, Ashfield, Leichhardt and Canada Bay (SA3s).

Table 2 shows the top 10 nationalities of international students who commenced their study between 2018 and 2021, with Nepalese students being the largest cohort, followed by South Korean and Indian students.

Table 2: International students by country (Top 10) and year of commencement for Sydney - Inner West region⁶

Nationality	International Student (commencement totals)			
	2018 (Dec)	2019 (Dec)	2020 (Dec)	2021 (Sept)
Nepal	784	1,530	1,509	1,009
South Korea	274	294	504	412
India	141	300	472	339
Thailand	189	155	161	132
China	374	362	255	123
Malaysia	257	225	194	98
Taiwan	119	288	197	88
Philippines	45	229	184	84
Pakistan	43	41	72	58
Bangladesh	31	40	30	51

Anecdotally, service providers noted a high number of Chinese international students from Burwood accessing support during 2020/21 at the height of the COVID-19 pandemic.

Service providers working with international students have identified high levels of vulnerability and complex needs, often resulting from a lack of access to support networks and ineligibility for services.

There is also often a perception that international students are rich and have good access to financial resources. However, many international students are marginalised and come from developing countries.

Full-fee paying students at local private schools may be the exception, although NSW government schools may only enrol international students if there is still capacity after calculating for unexpected enrolments from local residents. International students are not eligible to enrol in a selective high school.⁷

(See page 39 for further details regarding emerging priorities for international students).

⁶Department of Education Skills and Employment (DESE), 2022, International student enrolments by Australian Statistical Geography Standard (ASGS) SA4 region: accessed at <https://internationaleducation.gov.au/research/datavisualisations/Pages/region.aspx> (October 2022)
⁷<https://www.deinternational.nsw.edu.au/study-options/study-programs/international-student-program>

Diversity in Schools

School students from language backgrounds other than English (LBOTE)

The table below reflects the levels of language diversity within local schools across the Burwood LGA.

Table 3: Burwood LGA school demographics⁸

School	Year	# of students	Indigenous	LBOTE
Burwood Public School, Burwood	K - 6	489	0%	95%
St Joseph's Catholic Primary School, Enfield	K - 6	408	0%	95%
Holy Innocents' Catholic Primary, Croydon	K - 6	141	1%	90%
Croydon Park Public School, Croydon Park	K - 6	374	1%	69%
Enfield Public School, Enfield	K - 6	216	3%	68%
Croydon Public School, Croydon	K - 6	606	1%	65%
Burwood Girls High School, Croydon	7 - 12	1,118	1%	61%
Santa Sabina College	K - 12	1,287	0%	54%
Southern Cross Catholic College, Burwood	9 - 12	143	4%	48%
Presbyterian Ladies' College Sydney, Croydon	K - 12	1,458	1%	32%
MLC School, Burwood	K - 12	1,329	1%	26%



On average, 64% of school students have a language background other than English, with 95% of students at Burwood Public and St Joseph's Primary Schools from LBOTE.

Burwood Girls High has the least diverse student population (of all public schools) with only 61% of students from language backgrounds other than English.

Religious affiliation

Faith and religion factor strongly in the lives of many Burwood LGA residents, with nearly 6 out of 10 residents (58%) indicating a religious affiliation. Of those who practice a faith, residents practicing Catholicism were the most common, followed by Hinduism and Buddhism.

Migration patterns have led to increases in residents who affiliate with non-Christian religions, with notable increases of the number of residents affiliated with Hinduism, Buddhism, Islam and Maronite Catholic from 2016.

Desktop research indicates that cultural or language diversity features in a significant number of places of worship across the Burwood LGA, the majority of which are affiliated with the Christian faith. The below provides a snapshot of places of worship by suburb:

Croydon Park has the highest proportion of residents (63%) who affiliate with the Christian faith. 1 in 3 people are Roman Catholic.

Nearly 1 in 3 people in Strathfield are of Hindu faith.

The suburb of Burwood has the largest number of Buddhist followers.

Places of worship	Burwood	Strathfield	Croydon	Croydon Park	Enfield-Burwood Heights
Christian	13	3	7	4	4
Non-Christian	1 (Muslim)		1 (Hindu)		
TOTAL	14	3	8	4	4
Cultural or language affiliation	Greek, Chinese, CALD	Nepalese, Korean	Maronite, Syrian, Russian, Indian	Chinese, Filipino, Romanian	

See [Appendix B: Burwood Suburb Profiles](#) for further details.

There are a number of diverse faith communities located in the areas surrounding the Burwood LGA, such as the Korean Buddhist temple (Jung Bop Sa) in nearby Belfield.

⁸ACARA, 2023, MySchool data (2023 school demographics): <https://www.myschool.edu.au> (accessed January 2024).

COUNCIL'S ROLE

How Council supports its culturally diverse community

Some of the ways Burwood Council currently supports members of its culturally diverse community include:

- Holding Citizenship ceremonies
- Maintaining community language collections in the library
- Communicating with Chinese speaking residents via Council's WeChat channel
- Supporting and hosting delivery of a range of cultural events and celebrations.
- Public art and place making which reflects the unique cultural heritage and diversity of Burwood
- Translating key information into the main community languages
- Providing, or supporting local groups to provide, free community programs such as the Mobile Playvan, English conversation classes and a range of recreational, social and cultural activities
- Providing grants and community facilities to support local community and cultural groups
- Convening the Multicultural Advisory Committee
- Employing a Multicultural Librarian and Diversity and Inclusion Community Projects Officer
- Recognition as a Refugee Welcome Zone
- Implementing actions to support the #RacismNotWelcome campaign.

Did you know...

- Burwood was the first Council to use WeChat
- 'The Last Lion' mural and lighting installation in Burwood ChinaTown was created as part of the #RacismNotWelcome campaign in response to reported incidents of racism around the project site.



SOCIAL INFRASTRUCTURE: OVERVIEW

About Burwood’s Multicultural & Community Sector

The following provides a snapshot of some of the key services, cultural groups and networks supporting culturally diverse community members in the Burwood LGA and surrounds.

This social infrastructure can be broadly grouped as follows:



The following provides an overview of the community sector based on organisation type and whether based in, or serving the Burwood community.

Organisation Type	Based in Burwood LGA	Serving Burwood LGA
Settlement & CALD-specific services (funded)	3	3
Cultural and Community groups (grassroots)	20	9
CALD-specific Faith and Welfare Services	20	
Place-based Community services (funded)	6	
Learning and Education		
Child care	26	
Primary school / High school	10	
Tertiary education institutions	8	
Community Language Schools	5	3
Government agencies	5	
CALD Business Networks and Advisory Services	1	4

(Note: We acknowledge that this does not necessarily capture all services in the area but provides an initial snapshot of the sector identified as at November 2022. It is based on engagement findings, Council data and desktop review).

“We underestimate the NGO services/community networks, the grassroots initiatives and their ability to engage hard to reach community members”

The following provides further detail on the services provided and the organisations servicing Burwood’s diverse community.

CALD Specific Services (funded services)

Settlement Providers⁹

Federally-funded settlement programs have a strong focus on helping permanent new arrivals to learn English, gain employment and access education and training. For non-humanitarian entrants, settlement programs are generally only for people with low-English proficiency (skilled migrants are not eligible).

Settlement services are currently delivered by the following providers covering the Burwood LGA:

Settlement Program	Description, service provider and eligibility
English Language (AMEP)	The Adult Migrant English Program (AMEP) is delivered by TAFE NSW. Classroom learning is delivered from premises in Burwood Town Centre. Distance learning and 1:1 volunteer tutoring are also available. Free child care is available for face-to-face AMEP for children who are under school age. AMEP eligibility has been extended beyond the initial five years of settlement and allows unlimited hours of English classes until vocational English is reached.
Humanitarian Support (HSP)	The Humanitarian Support Program (HSP) is provided by Settlement Services International (contracted until June 2024). ¹⁰ The program provides initial settlement support to families and individuals who have been granted a permanent visa under Australia’s humanitarian program. It should be noted that there were 24 new humanitarian arrivals to the Burwood LGA over the last 6 years (see Humanitarian Entrants), significantly lower numbers than most Western Sydney council areas.
Settlement Engagement and Transition Support (SETS) - Client Services	The SETS ‘Client Services’ stream focuses on the settlement needs of individual clients. This includes settlement-related information, advice, advocacy, and referral with a focus on acquisition of English language skills, education and training, and building employment readiness. The program focuses on eligible new arrivals on permanent Family and Partner visas (low English proficiency) and humanitarian entrants. The current providers for Burwood LGA (contracted until June 2024) include: <ul style="list-style-type: none"> • Chinese Australian Services Society Ltd (CASS) • Asian Women at Work¹¹ • Metro Assist (as part of the SSI NSW Settlement Partnership consortium)¹² • NSW STARTTS

⁹DHA, Humanitarian Settlement Program (HSP), accessed via <https://immi.homeaffairs.gov.au/settling-in-australia/humanitarian-settlement-program> (October 2022)

¹⁰Note we sought to interview SSI for this research paper but were unable to obtain approval to undertake an interview with relevant staff/management.

¹¹Specifically **funded** for Auburn, Bankstown, Blacktown, Canterbury, Fairfield, Hurstville but also providing programs and services in Burwood.

¹²Note: we sought to interview Metro Assist for this research paper but were unable to conduct an interview with relevant staff or management. Metro Assist are also funded to deliver family support and targeted early intervention for the Burwood LGA. This includes emergency relief, tenancy services, financial counselling, casework, and community development.

Settlement Program	Description, service provider and eligibility
Settlement Engagement and Transition Support (SETS) - Community Capacity Building	<p>The SETS 'Community Capacity Building' stream focuses on settlement at the community level, connecting with new and emerging ethno-specific communities, community leaders and emerging community representatives and organisations with limited corporate capacity. Current providers for Burwood LGA (contracted until June 2024) are:</p> <ul style="list-style-type: none"> • Metro Assist (as part of the SSI NSW Settlement Partnership consortium) • NSW STARTTS

It should be noted that many other community organisations also provide significant support for recent arrivals without any funding support.

CALD-specific Community Services

There are a number of funded culturally and linguistically diverse (CALD)-specific services who are not based in the Burwood LGA but may have members who live in Burwood or who provide programs and services to local residents. Currently funded services include:

- Community and Cultural Connections (based in Marrickville, but serve the Burwood LGA)
- The Greek Orthodox Community of NSW (based in Lakemba, but provide services to Burwood residents)
- Co.As.It (based in Leichhardt, but provide services to Burwood residents)
- Ethnic Community Services Co-op (based in Marrickville, serve and run activities in the Burwood LGA)
- Ethnic Communities Council NSW (sector support for age and disability sector for Inner West region)
- Australia-Korean Welfare Association (based in Campsie)
- Spanish Community Care Association (based in Waterloo and Redfern, but provide services to Burwood residents)
- Sydney Community Forum (based in Bardwell Park, but provide services to international students living in Burwood).

There are other organisations that work across Sydney but may have connections to community members living in Burwood, such as:

- Thai Welfare Centre (Sydney)
- NSW Spanish and Latin American Association for Social Assistance (Bonnyrigg)
- Greek Welfare Centre Community Services (Newtown).

Cultural and Community Groups (Grassroots Community Organisations)

There are numerous grassroots, community organisations/groups who meet and/or deliver cultural programs, food bank services and cultural events in Burwood. These organisations are can be grouped into four categories:

- **Cultural** (e.g. Dae Hahn Culture School, Asian Australian Women Association Inc (AAWA), The Sydney Latvian Society, Australia Korea Cultural Exchange Association Inc (AKCEA), Australian Culture & Commerce Assoc (ACCA), The Russian Club, The Non-Resident Nepali Association Australia (NRNAA Australia, Greek Seniors Group, Greek playgroup)
- **Language** (community language and other English language providers - see over page)

- **Faith and Welfare** (e.g. Saint Nectarios/Greek Orthodox Parish & Community of Burwood, St Joseph's Maronite Catholic Church, St Paul's Anglican Church, Salvation Army, St Vincent de Paul Society, Siasi Konisitutone Tau'ataina 'o Tonga, Australian Korean Association of Sydney, St Merkorious Charity Association). According to data available from the Council website, there are nine local faith and welfare services providing food relief within the Burwood LGA¹³
- **Interest** (e.g. Australian-China International Artists Association, Burwood Chinese Painting and Calligraphy Group, Chinese Line Dancing, Chinese, Traditional Dancing, Sydney Chinese Drum Art Troupe).

Many of these organisations are often hidden as they are largely volunteer-run but are a vital part of Burwood's community sector particularly in supporting CALD communities. They:

- often have no paid community workers and are either self-funded or supplemented through small, short term funding grants which may help cover venue hire and/or some program costs.
- provide culturally safe and responsive community programs, due to their bi-cultural and bi-lingual staff or volunteers, and act as key points of connection to hard to reach CALD community members.
- provide vital social and cultural support to the community through arts and cultural programs maintenance, community celebration, community language programs as well as culturally responsive or in-language programs, targeting for example, isolated seniors or community members who are not eligible for mainstream services.
- play a key role in addressing emerging or unmet community needs providing food bank services, homelessness support services, financial or other support for vulnerable community members.

[Case studies](#) (on page 29) show examples of the vital role these organisations play in engaging and supporting community members from diverse cultural and linguistic backgrounds.

The formal and informal support networks identified within various CALD communities are also outlined in [Appendix D](#).

Other Language Providers

In addition to the formal Adult Migrant English Program (AMEP) delivered by TAFE, English conversation classes are also delivered:

- at Burwood Library
- by community and volunteer-run groups such as CASS who run a weekly 'The English Speakers Corner' program
- by local church groups such as Burwood Salvation Army and Burwood Croydon Uniting Church.

Place-based Community Services (funded services)

There are a number of place-based, not-for-profit services located within Burwood LGA. These include community services in the areas of welfare, safety, disability, child and family support, early education, etc.

- Burwood-Community Welfare Services (CABL) who provide the Women's Domestic Violence Court Advocacy Services (WDVCAS) for the region as well as Meals on Wheels, family support and welfare assistance.
- Inner West Neighbour Aid who provide Commonwealth Home Support Program services for seniors, people with disability and their carers.
- Women and Girls Emergency Centre (WACEG) who are the local domestic violence and homelessness specialist service providing crisis accommodation, case management and transitional housing for women and children.
- Disability support providers such as Eureka Community Services, Ebenezer Mission, St Anthony's Family Care.

¹³ <https://www.burwood.nsw.gov.au/Burwood-Cares/Community-Support-Services-and-Information>

There are no youth-specific funded services located within the Burwood LGA. However, Council partners with youth provider, Fusion, to deliver a weekly youth outreach program in the Burwood area.

Learning and education

Learning and education institutions in Burwood include:

- 26 x early education and care providers¹⁴
- 10 x local schools (5 public, 3 Catholic and 2 private)
- 2 x TAFE campuses (Burwood AMEP College and TAFE Digital Strathfield)
- 6 x private international colleges teaching vocational or English language courses to students from diverse backgrounds including international students:
 - Skyline International College, Burwood
 - Sydney Metropolitan International College, Burwood
 - Sydney Metropolitan English Institute, Burwood
 - Sydney School of English, Burwood
 - Sydney School of Business and Technology (SSBT), Burwood
 - Australian Skills Management Institute (ASMI), Burwood.

Community language schools

There are five community language schools in Burwood:

- Greek Language School (Burwood Public School)
- Chinese Language School (Burwood Public School)
- Chinese Language School (Burwood Girls High)
- Arabic Language School (St Joseph's Maronite Catholic School)
- German Language School (PLC)

as well as three in the adjoining suburbs/LGAs:

- Telugu Language School (Strathfield South Public School, Enfield)
- Arabic Language School (Strathfield South High School, Enfield)
- Arabic Language School (St John the Baptist Orthodox Church, Croydon Park).

Government agencies

There are a number of state and federal government agencies based within or close to the Burwood CBD.

There include:

- Burwood Police
- Burwood Service Centre (Service NSW)
- TAFE NSW (Adult Migrant English Program)
- Child Protection (NSW Department of Communities and Justice)
- Services Australia (Centrelink)
- Legal Aid NSW
- TAFE Digital Strathfield

Sydney Local Health District (SLHD) also partners with Council and local services to deliver health prevention and other programs, such as Stepping On (a falls-prevention program for seniors) for Burwood residents.

Council provides a range of community venues to enable cultural groups to meet and connect, support new arrivals or cultural maintenance activities as well as cultural celebrations.

Council runs a range of free or affordable programs such as a mobile playgroup (Playvan) program in local parks, school holiday and youth outreach programs, cultural festivals and community and learning

¹⁴Source: Burwood Community Facilities and Open Space Strategy (2019)

programs which often reflect the cultural diversity and interests of the local community. For example, programs include traditional Chinese dancing or painting, Lunar New Year and Diwali activities, etc. Programs are attended by a cross section of the community, including many new arrivals and older CALD community members.

Multicultural Networks & Interagencies

There is no local multicultural interagency network covering the Burwood LGA. Many services identified the lack of awareness of other services and groups operating in the area and the value of bringing the sector together through an annual or 6-monthly forum, partnership or networking event.

In the surrounding region, there are two multicultural inter-agencies:

- The Inner West Multicultural Interagency - an independent network of services, agencies and organisations which meets monthly and provides support and action for local CALD communities in the Inner West LGA. Inner West Council acts as the secretariat. Burwood Council representatives attend these meetings when able.
- The Canterbury Bankstown Multicultural Interagency - a community, cross sector forum, jointly convened by The Multicultural Network (TMN) and Metro Assist.

Burwood Council has its own Multicultural Advisory Committee (MAC). The Committee has been in operation since 2017 and currently comprises eight community members from culturally and linguistically diverse (CALD) backgrounds.

The MAC meets bi-monthly to provide a forum for ongoing engagement and dialogue with CALD communities on relevant issues and to enable the dissemination of relevant information to local multicultural communities.

Figure 5 shows the distribution of key community and cultural organisations and infrastructure within Burwood LGA.

Note: Some of the barriers in CALD community members accessing community support/services are outlined on page [51](#).

Business Sector Networks

Burwood has a vibrant economy with over 5,300 local businesses.¹⁵

The Burwood Town Centre is the main economic centre for the LGA and the diversity of the area contributes to Burwood's vibrant visitor economy. The high street, Burwood Road, and four large retail precincts (ChinaTown, Westfield, Emerald Square, and Burwood Plaza) offer a diverse range of large and small-scale retail stores, with a high proportion of Asian businesses and numerous restaurants with cuisine from all over the world.

Burwood is establishing itself as a food and cultural destination, drawing on the strengths of the area's diversity with unique offerings like Burwood ChinaTown and a diversity of cuisines along Burwood Road.

Stakeholders told us that many CALD businesses choose to set up in Burwood because of its cultural diversity, its logistic and transport connections and recognition as a strong business hub.

"The area is becoming more and more popular especially for Asian and Chinese business migrants.

There are a number of wholesale and import/export trade businesses - most of these are based around Burwood and Strathfield due to warehouse logistics. It's a popular place to shop, no toll charge, easy transport, better education,... it's a popular place for business to come together."

Bob Dong, President, Burwood Business Chamber, formerly Burwood Asian Business Partnership

¹⁵ Australian Bureau of Statistics, Total registered businesses 2022 accessed via economy.id.com.au/burwood/number-of-businesses-by-industry

The Strathfield Town Centre also has a strong hospitality focus and is well known for its Korean food and cultural offerings and active nightlife. Local hospitality businesses have indicated a strong desire to enhance activation and build on the cultural heritage and unique offerings of the area. Council has plans to transform the area with additional outdoor dining options and other place making initiatives, funded through WestInvest Infrastructure grants.

There are a number of formal and informal networks and methods used to engage with culturally diverse business owners in Burwood.

The **Burwood Asian Business Partnership** was established in 2017 to support the needs of Asian businesses operating in the Burwood LGA.

In December 2022, it became the **Burwood Chamber of Business**.

It currently has around 100 members with up to 60 to 70 regular participants, mostly small business owners.

English language proficiency is a barrier for some members however they have a strong desire to participate and have a voice. The Network/Chamber aims to build networks and connections, strengthen local business and be a channel for communication between Council and local business.

The Multicultural Business Connect Advisory Service is funded by the NSW Government and delivered by Community Migrant Resource Centre (CMRC) to multicultural communities across NSW.

The Business Connect program provides personalised business advisory services to support multicultural business owners to tackle a range of business matters such as starting up, business planning, marketing, digital marketing and HR. The program is currently targeted to five language groups: Arabic, Cantonese, Korean, Mandarin and Vietnamese.

In 2022, Burwood Council partnered with the Chinese Business Connect Advisor to provide services to Burwood residents from the Library.

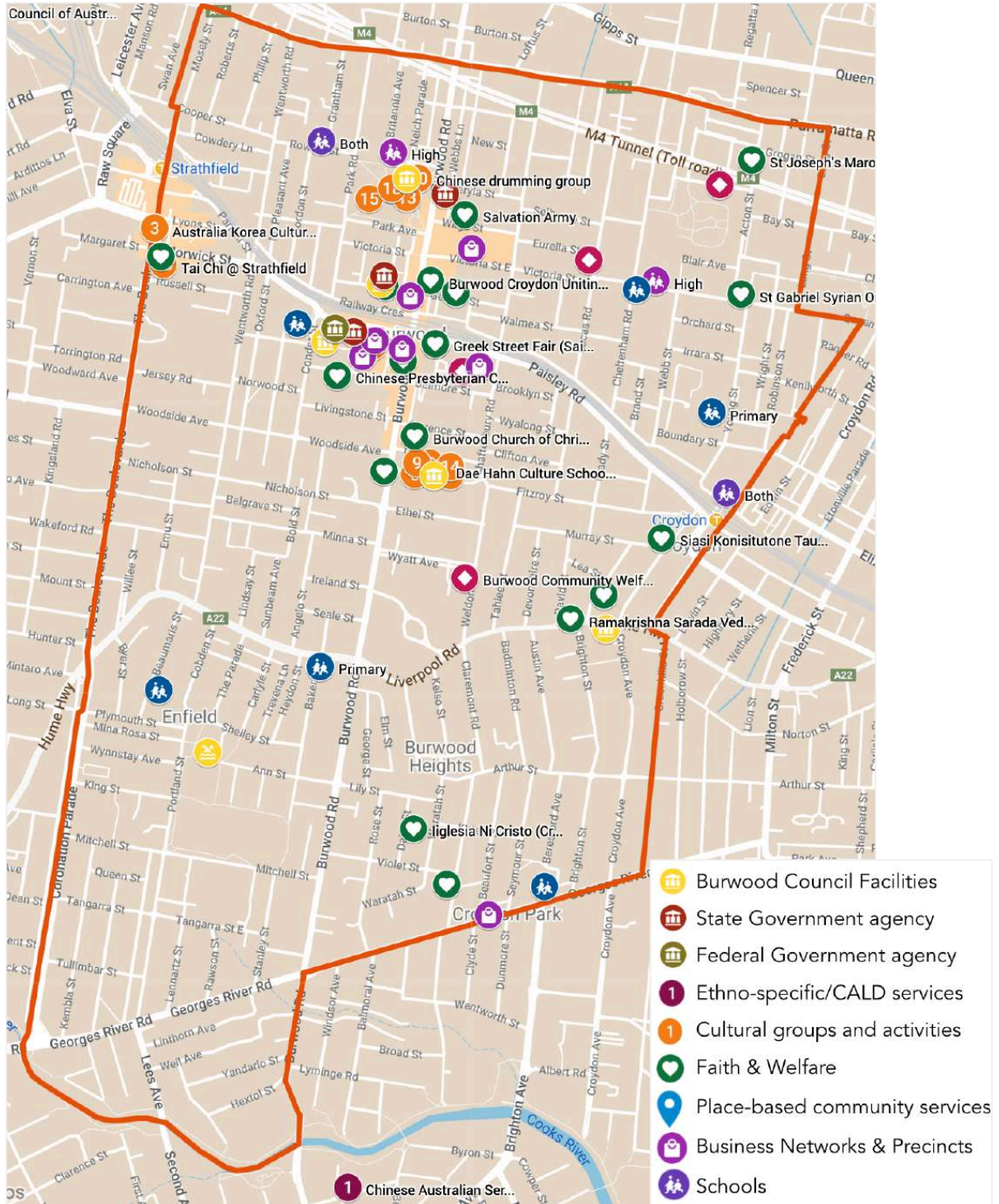
Property Managers for the four large retail precincts in Burwood also provide an effective way to reach local business owners, who also may have language barriers or limited time to engage with Council. Face to face or phone and bi-lingual methods are the most effective to reach the majority of these small businesses.

Burwood Cares for Business:

Council currently produces a monthly Business E-Newsletter which is distributed to approximately 1,235 recipients. It is currently produced in English.

SOCIAL INFRASTRUCTURE: MAP

Figure 5: Community and cultural organisations and infrastructure within Burwood LGA



This interactive map is available online at: <https://bit.ly/3EXbIGe>.

SOCIAL INFRASTRUCTURE: BURWOOD CASE STUDIES

Asian Women at Work (AWAW) 'Burwood Branch'

A self-organising, support network of migrant women, supporting other newly arrived women working in low paid jobs and seniors. The organisation has 4 paid workers who work across Sydney. The volunteer-run Burwood Branch is run by more than 10 group leaders and volunteers, supported by AWAW workers.

The Burwood Branch has been operating for 5 years and has about 100 members and other non-members who attend activities. The majority of members are Chinese and Vietnamese, as well as Nepali and Indonesian women.

The Branch organises activities such as dancing, drumming, singing and cooking groups which help build relationships within the community and to increase awareness and connection to support services.

Every Saturday, the branch runs a Chinese drumming group in Burwood Park. They previously ran a yoga group at Woodstock Park, English classes such as 'English for Employment', day-to-day communication as well as smartphone courses. AWAW usually applies for ClubGRANTS or Council grants to support these programs. They also partner with agencies and services to run information sessions, for example, on ways to save on the cost of living, cancer screening sessions, rights at work or domestic violence prevention.

Everyone who participates in the branch activities is invited to become a member. The group activities are run by their own volunteer leaders. AWAW provides regular training to build the capacity of volunteers and group leaders, for example on soft skills like public speaking, technology skills, English skills, policies and procedures.

The Burwood Drumming Group has their own committee who do the administration, organise performances etc - all are volunteers. Performances or events are self-organised by their volunteers and group leaders.

The group leaders and volunteers act as a key bridge to the local community - connecting and sharing information with members such as through WeChat.

"Whilst there are lots of other arts/cultural groups (e.g 3 x drumming groups in the area), these don't have any structures to support them with their other needs. Our group activities (e.g. dancing, drumming) provide a soft entry and

pathway to connect people with additional support services. People who join the dancing group, for example, are connected to other support services including AWAW workers who can support from them on various issues."

For more information see <https://www.awatw.org.au/about-us/>.



Culturally Diverse Communities of Burwood Research Paper

Dae Hahn Culture School (Korean Seniors Group and Choir)

A volunteer-run community group providing social connection and support for 40 Korean seniors, aged 55 to 83 years. Most members arrived as business migrants and have been living in Australia for the last 20 to 40 years, having raised families who have since moved out of the local area. Many members live alone with language barriers contributing to their isolation from the broader community. A few members are frail aged or have a disability.

The group meets weekly at Woodstock Community Centre in Burwood for a range of social and cultural activities - cooking, dancing, singing, poetry, sharing news and information, and learning about Australian history. They discuss current social and political issues, invite guest speakers and arrange monthly outings to visit museums and other cultural sites. The weekly meeting helps connect them and keep them active. They have a choir with 25 members who sing a diverse repertoire of Korean and Australian songs and perform at various events.

The group coordinator, Hwa Sur (Sue) is the only fluent English speaker and runs the group, contributing her own resources and time as a volunteer. The group have received small grants from Burwood Council which mostly cover the weekly room hire. Members contribute a small fee to cover lunch and some activity costs. Five volunteers help with meal preparation, excursions, and phoning group members.

The group uses Kakotalk to share information with members in Korean. Sue provides a weekly or monthly summary about what's happening in Australia and each week shares common English words used in the news for members to learn.

The organisation plays a key role in educating the community about government and community services, systems, connecting them and keeping them active.

During the height of the COVID pandemic, small groups of volunteers supported and monitored the welfare of group members. They also provided pre-cooked meals to the most vulnerable members, exchanged information and provided daily feeds through Kakaotalk. Volunteers also visited members or called them to help them feel more connected in the absence of weekly group gatherings.

In late 2022, a film-making student from Korea filmed and taught members how to make short life story documentaries using their smartphones. Group members recorded their daily lives, stories of their families and reflected on how they have lived in Australia. They have a vision to see a 'Diaspora film festival' in Burwood drawing on the local talent within the Korean community as well as other ethnic groups including multicultural writers, actors and film crews.



The Non-Resident Nepali Association Australia (NRNAA)

[NRNAA](#) is an international organisation, supporting all Nepalese communities, not just the Nepalese diaspora in Australia. It operates in 82 countries and was established in Australia in 2005.

NRNAA acts as an umbrella organisation representing and supporting over 100 community organisations. It currently has chapters in each state across Australia. The NSW chapter supports Nepalese community members mostly spread across Sydney.

The organisation is volunteer-run, with no paid workers. NRNAA receives small grants to support the delivery of cultural community events such as a Multicultural Harmony Day event. Membership fees from the 60,000 registered members provides a revenue base to support community programs.

During COVID, NRNAA raised over \$100,000 from community members to help stranded or ill international students as well as provided food, other practical and social supports.

In addition to supporting individuals with issues such as mental health, family conflict and financial support, NRNAA also organises a large bi-annual festival (Nepal Festival Sydney). The event relocated to Burwood Park from Darling Harbour in November 2022 as Burwood is the most central and accessible location for the Nepalese community living in NSW. The Nepal Festival Sydney is coordinated and financially supported by Nepalese businesses and community members.

Effective methods used to communicate with the Nepalese community include: email and newsletter, website, Facebook, Instagram and increasingly Tik Tok which is very popular within the Nepalese community.



Sydney Community Forum: Intake Support Service for International Students in NSW

[Sydney Community Forum](#) (SCF) is a regional community development organisation, based in Bardwell Park and operating since 1974.

In response to the precarious situation of international students during the COVID pandemic, the organisation partnered with a coalition of services to establish an Intake Support Service for International Students in NSW. The project was funded by the City of Sydney and Investment NSW, to work with a broad cross section of communities in Inner West, Burwood, St George, Sutherland, Canterbury Bankstown City and Western Sydney.

The Intake Support Service for International Students project responded to the emerging needs of international students. The service was delivered by project workers with lived experience as international students. 1:1 case management services were provided to address the complex needs of students and their lack of access to support networks or mainstream services. The service also provided advocacy regarding tenancy rights, legal rights, etc. The project established an Oz international student hub - an early intervention and prevention service - providing student-led, student focused community programs such as information sessions and an English language program.

This project was one of the very few dedicated services for international students and focused on their needs. It has been accessed by students from over 35 nationalities, with the largest cohort being students from the Indian subcontinent, particularly Nepal. In 2020/21, SCF supported a lot of Chinese international students from Burwood. By 2022, many had moved out of the area reflecting the high levels of transience.¹⁶

¹⁶ Funding for the service ended in June 2023. There are currently no other funded services supporting international students.



KEY FINDINGS: INSIGHTS ABOUT BURWOOD

The following provides a summary of some of the key insights we heard through in-depth interviews and sector surveys about Burwood and the culturally diverse communities who live, work and access services here.

(Note: we acknowledge due to time constraints we did not hear from all communities and we were not able to obtain insights from particular communities such as Italian and Indian, despite many attempts to identify or engage with community representatives. We trust that this research is the start of ongoing dialogue, relationship building and partnership that Burwood Council will continue beyond this research phase).

Burwood's Unique Strengths

Burwood is a hub and meeting place for communities

Burwood is a central and accessible destination which acts as a central hub for and meeting place for many CALD communities.

“*Burwood is a destination that attracts people from out of the area as well as local community - this includes business precincts and restaurants which act as a community hub where lots of meetings take place*”

For small and emerging communities, whose members live both in Burwood and across Sydney, Burwood is a central and accessible place to meet and hold events. For example, we heard:

“The [Apandim Uyghur] restaurant is a community hub for the Uyghur community - it brings people from across Sydney for regular monthly or weekly gatherings... [and hosts] lots of different cultural gatherings between different families, men and women.”

Burwood offers a range of facilities and spaces where groups can gather for a range of purposes (community groups, performances, programs, cultural celebrations, sport and recreation activities).

For example, in November 2022, the ‘Nepal Festival Sydney’ (a large bi-annual festival running since 2006) relocated to Burwood Park from Darling Harbour.

“Burwood was chosen as it is the most central location for the [Nepalese] community living in NSW - it is accessible by public transport and parking.”

Many people come to access services, learn English or cultural activities.

“I come to TAFE here because I need to improve my English.” (online survey respondent)

“Some of our Arabic speaking students chose to come to Burwood from Western Sydney because they want to practise their English and don't want to be around other Arabic speakers”. (TAFE AMEP)

Many people come to Burwood because of the many multicultural, ethno- or language-specific faith communities and places located within the LGA (Russian, Syrian, Maronite, Filipino, Chinese, Korean, Tongan, etc).

“The most significant places are my church ... I go to church weekly and it is important to me.”

Burwood has an extraordinarily rich and active volunteer-sector

Burwood has a strong volunteer-sector with a number of active cultural and faith-based groups supporting and delivering a range of community programs for members from culturally diverse backgrounds. These activities deliver social, cultural, recreational activities or welfare support to vulnerable community members - seniors, new arrivals, international students, temporary visa holders, people at risk of homelessness, etc.

Some communities come from contexts where the government does not provide community services, so they tend to be more self-reliant and may not know what support they can access.

“ Korean people like the word multicultural ”

Burwood has significant cultural capital

“Cultural events serve a very important purpose - help people feel belonging and connected”

“Cultural groups have a passion to perform and look for opportunities to showcase their culture at events and celebrations.”

“Community members come from different parts of China - this is reflected in food and performances. The diversity in Burwood is very impressive”.

“Burwood Chinatown is fantastic and attracts people from all over Sydney”

“Love the food ranges available.”

“Burwood is packed full of events. It's a great opportunity to catch up with friends while seeing Burwood come alive.”

“Some people believe Burwood is a second Chinatown. Whilst this has advantages, others feel they are a minority and that impacts their sense of belonging and connection.

It would be great to reflect the broad diversity of Burwood's community so all communities feel welcome.”

Burwood hosts some unique cultural festivals

Burwood Park hosts a range of cultural events throughout the year. Many of these are community-run by various CALD communities such as the annual Greek Street Fair, Nepalese Sydney Festival, or the Maronite Christmas Festival.

“ We need to be using our cultural assets to justify or cement our position as the fifth most diverse community in Australia ... ”

We already have a Greek Festival and now the Nepalese Festival has moved to Burwood.

Burwood should [also] become the Chinese Lunar New Year destination.

See [Appendix F: Communities of interest](#) for responses to ‘What are the common interests, activities or issues that bring people together?’

Pre-arrival experiences of Government and support systems

The following provides insights from workers and community representatives from various CALD backgrounds about community structures and support systems within their communities.¹⁷

How is the community sector different in Australia from overseas?

Here's an example of what we heard:

VIETNAM

"The support system is very different in Australia from Vietnam.

In Vietnam

"... there are no established social services like in Australia. It's very informal. Culturally it's like a village culture (even in a city).

You have a community and support wherever you are. You always know someone. They come to your home, they call, check in and keep an eye on you. There are no formal services, no age care pension.

In older age, people rely on their children to support them socially and financially. Men also take care of them."

In Australia

"... many people don't know their neighbours, so they can't knock on their door. There are no community structures around them. They rely on their families for social and financial support but their children are working hard (and there are different work expectations). They are not able to support their parents in the same way."

KOREA

In Korea

"... it is a very homogenous society and there are lots of government services. Seniors feel full members of the society. They also have a lot more convenient facilities e.g. towns where everything can be done within one building e.g. pool, medical centre, etc.

In Australia

"The community here feels very isolated and helpless and feel quite vulnerable because Korean-speaking community organisations are in demand and there are often long waiting queues to access services (e.g. nursing homes with Korean speaking staff and cuisine).

They feel on the periphery of the community and don't have confidence in exploring the avenues to access the services available to them. Their children are available but not all the time.

First generation members are ageing (70+) and feel their life is restricted. They are not familiar with government services. There are language barriers, they don't know their entitlement or what to expect of welfare services and in times of crisis they don't feel they are accessible due to mobility, communication, way of thinking or cultural preferences.

[Some people] go to welfare groups here who run programs - like karaoke singing, exercises for seniors, line dancing, prevention of dementia, calligraphy - but our group don't like attending as they feel patronised by the organisations. They are still very active and they don't want to be treated as geriatrics."

¹⁷

Pre-arrival experiences of government

We asked 'In your home country, in what context do people engage with the government?'. Here's a sample of what we heard:

“ Many have had negative experiences with government in their home countries so don't trust government or are not used to the government providing services

“They are concerned that if they give feedback that Council will know where they live and it will be a record against them. They are worried about the stigma that may result from giving feedback.”

Community	Experiences of government
CALD businesses	<i>“People worry if they complain/disclose their name to Council, Council may target them or they will be a focus for inspectors who may come and visit and penalise their business”</i>
CALD communities	<i>“Lots of new arrivals are told not to share information with the government (Council, Centrelink, etc) and so people are hesitant to share their contact details. There is a need for indirect engagement e.g. soft entry points, building trust, introducing people to services indirectly.”</i> <i>“Many CALD community groups don't have systems like this in their country of origin or cultural context - where they would dare to give feedback and might not feel comfortable and confident in giving feedback”</i> <i>“[Some communities are] scared to come to the library because Council is seen as a government body. They won't come to a government office to receive information. Council needs to go to them and use interpreters to overcome language barriers.”</i>
Chinese	<i>“It's a totally different experience in China than Australia. Here it's easier for them to meet the Mayor and MPs - they are very accessible. You can even see them in the coffee shop. In China, the government is really inaccessible.</i> <i>When people come to Australia, during the last 10 years, our members start to get involved in the local community more than before. They started to know/understand the system in Australia and had a better relationship with the local government, where to find them, how to contact the mayor by themselves etc. The local Council also invites our groups to different events, always have good communication and information - very accessible to the community.”</i>
Filipino	<i>“There are lots of problems in the Philippines - human rights issues, government corruption - the system in Australia is different from the Philippines”</i>
Korea	<i>“In Korea, there are lots of government services that support the community but the support system is very different from Australia.”</i>
International students	<i>“Avoid government as they represent border control, visas and money exploitation. Local government has the best opportunity and is the least threat to support them.”</i> <i>“Many come from countries where you can't trust the government, oppressive regimes and therefore avoid the government.”</i> <i>“Fear of government/institutions in Australia e.g. Cancellation of certificate of enrolment (COE), fear of participating in online sessions and being identified.”</i>

Expectations of government

We asked 'What are the community's expectations of government services?'. Here's a sample of what we heard:

Community	Expectations of government
CALD communities	<i>"Perceptions of government from home country is very different from how it is here e.g. What a Council is and what it provides is very new for some. There is a need for Council to build trust and show there's no hidden agenda, and promote that Council services are free and are of good quality."</i>
Vietnamese	<i>"In Vietnam, there is no age pension and no formal support systems. The community looks out for, and supports, one another."</i>
International students	<i>"There are lots of government online hubs for information but many people don't access them as they don't trust them, nor is information written in a way that is accessible and makes sense to them. A government agency recently ran an information session but no one came due to language barriers, perception/fear, as well as other obstacles participating (even online)."</i>

"Council is really concerned about the Chinese community and celebrates them."

"There are more and more festivals and celebrations in the Burwood area. We are really happy to see these changes. There is even a Chinatown in the area. The community is really happy with this."

Awareness or Understanding of the role of Council

We asked, '**How aware do you think local businesses are of Council's role and services?**' and '**How aware do you think the community is of Council programs, services and opportunities?**' Here's a sample of what we heard:

Businesses	<p><i>"The lay person doesn't know the role of Council and what it does"</i></p> <p><i>"Businesses don't know about Council programs e.g. don't promote the [shop front] grants program and the application is quite difficult. It would be good to have a drop-in service like the JP service that can assist people with the application."</i></p> <p><i>"Council can create more opportunities to improve understanding and expectations. For example, how Council manages infringement notices. Businesses don't want to get a penalty but can feel penalised. The penalty fee is too much but businesses don't want to challenge the Council in the tribunal."</i></p>
CALD Communities	<p><i>"Most are not aware of the services and programs available."</i></p> <p><i>"Depends on interest and how Council engages the community - word of mouth is a really important way of getting information out."</i></p> <p><i>"Those who are connected know but many don't know because they are not engaged with Council."</i></p> <p><i>"Council could partner with small community organisations and faith groups to orient and raise awareness about Council services (eg. through library tours)" or "to host a seniors group - provide lunch and social activities, promote services for that cohort, or organise a bus and a drop in for young people in partnership with local community groups."</i></p>

FINDINGS: EMERGING COMMUNITY NEEDS

Identified needs and gaps

This section provides a summary of the key priorities and emerging needs for culturally and linguistically diverse communities in the Burwood LGA. This is based on the evidence collected through interviews with service providers, community and cultural groups and other stakeholders, and supported by data findings where available.

Identified needs (by target group)

The most vulnerable CALD community members, experiencing additional intersections of vulnerability, include:



Seniors



International students



Women & children



Small communities



New arrivals and temporary residents

Seniors

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Isolation and language barriers for those with low English proficiency and no family to support them ● Ageing, lack of access to age care support: <ul style="list-style-type: none"> ○ a high proportion are on family reunion (Parent) visa and not eligible for services ○ lower levels of English proficiency - may not know how to access MyAged care ○ low digital literacy ● Challenges navigating systems ● Lack of financial independence ● Elder abuse - because obligations on families are very high ● Lack of culturally-safe services, especially when there are no bi-lingual workers. ● People want to give back to the community but don't know how e.g. 84 year old wanting to volunteer ● Health - sickness and vulnerability, help to 	<p><i>"Vietnamese seniors are quite isolated, experience language barriers and don't know about aged care services or understanding of the support system here. Children are too busy to help. They do not understand the system here (not just language barrier), cultural barriers.</i></p> <p><i>When children who they've been caring for grow up and go to school, grandparents no longer have a role, and they feel isolated. They live in crowded houses (sometimes 3 generations in one house) - stressed, depressed, and don't know where to go."</i></p> <p><i>"[Chinese seniors] have strong social networks overseas, but here their role has changed, they have lost respect - very isolated, language barriers - need a space to connect and build a new community here."</i></p> <p><i>"Filipino elderly community members experience social isolation"</i></p> <p><i>"Isolation of older Koreans and language barriers."</i></p> <p><i>"Written English is less understood by many CALD services - seniors request that other family members</i></p>

Identified Need/Gap	Examples of what we heard
<p>keep physically and mentally healthy and happy</p> <ul style="list-style-type: none"> Welfare - some isolated seniors are living in squalor and neglect <p>Communities affected: Specific mentions included Chinese, Korean, Greek, Filipino, Vietnamese seniors</p> <p>Service gap or needs:</p> <ul style="list-style-type: none"> Activities for seniors from CALD backgrounds, including daytime events for seniors Lack of access to home care services Understanding and help to navigate the AgeCare system incl. use of language and culturally sensitivity Information, respite and support for people with dementia and their carers. 	<p><i>are present so information is shared verbally and also in written format."</i></p> <p><i>"They may get a phone message left (e.g. for MyAge Care) but don't understand or what they need to do"</i></p> <p><i>"Older members rely on kids and grandkids to access health services"</i></p> <p><i>"Most are not permanent residents - they are here looking after their grandkids. They don't understand Australia systems and their thinking is traditional, similar to mainland China"</i></p> <p><i>"Many new arrivals are older, on parent visa (family sponsored - have come to help children as carers) so don't have access to Centrelink for 10 years"</i></p> <p><i>"Greek community is getting older and don't know how to navigate MyAged care (need assistance from a worker, friend, family, neighbour) and help to understanding the system"</i></p> <p><i>"There are elderly Chinese women have been brought to Australia by family members who then appear to abandon them (reasons unknown)"</i></p> <p><i>"Some of the clients are new migrants and on parent visas and don't have financial support (rely on their children). They experience difficulty accessing programs due to transport costs. Even \$2.50 to go on the bus is a financial burden for them."</i></p> <p><i>"Many older Koreans want to see someone who speaks Korean e.g. Korean-speaking doctors and welfare groups are in demand, and there's a long waiting list to see these services."</i></p> <p><i>"People working from home may not see the need for seniors to go out on social visits. This is the case when seniors live with their adult children."</i></p> <p><i>"Council is doing a lot of activities but not much for aged CALD communities"</i></p> <p><i>"Many events are held in the evening which require seniors to get transport and assistance to participate so it's not relevant to clients. Need more events targeting seniors during the day"</i></p>

International students and temporary visa holders

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Lots of exploitation - rental system, work rights, etc - lack of awareness of Australian systems and rights. ● Loneliness and isolation ● Limited opportunities to practise conversational English ● Unstable accommodation, rental stress, overcrowding and homelessness (couch surfing, sleeping in cars) ● Insecure employment ● Financial stress and poverty ● Temporary residency status - mental stress, fear of government ● Transport: <ul style="list-style-type: none"> ○ Safety - lots of people work as shift workers and rely on public transport ○ Rely on public transport but have to pay full fare as they are not eligible for no student concession. ● Lack of sense of place, belonging and inclusion - really disconnected from the broader community (often invisible) ● Domestic violence and pressure of arranged marriage (particular issue amongst Indian-subcontinent communities). ● Many international students face unplanned pregnancies. ● Can't afford international student fees to send their children to school or child care. As a result, many children are isolated and missing out on an education. ● Local groups don't know about visa conditions, fees are very high, many are not sure where/how to help them. <p>Communities affected:</p> <ul style="list-style-type: none"> ● Top 5: Nepal, Indian, Philippines, Chinese, Korean (as well as others from across Asia, Latin/South America, Africa). <p>Service gaps:</p> <ul style="list-style-type: none"> ● Very few dedicated services for international students - ineligible for most government / community services ● Conversational English classes ● Child care (cost prohibitive) <p>What would help?</p> <ul style="list-style-type: none"> ● Access to free childcare or playgroups with bilingual worker, safe spaces and support for families ● Volunteer-run conversational English classes (providing opportunities to practise their English and build trusted relationships) ● Safe and free activities/events ● Welcoming initiatives - connection, inclusion, opportunities to practise English, share a meal. 	<p><i>"International students are often vulnerable to predatory people (including from their own cultural community e.g. substandard rental, cash in hand rent)</i></p> <p><i>"One third of all international students will go on to be permanent residents"</i></p> <p><i>"Mental health stress, sexual health, gambling issues amongst Nepalese students"</i></p> <p><i>"International students are really impacted by rising rents. They tend to be very mobile and hard to keep track of where they are living. There are no data sets that break down international students by LGA."</i></p> <p><i>"Cost of living is having a big impact. e.g. need food vouchers to save money for school fees, arranging, payment plan as no way to pay fees or rent."</i></p> <p><i>"Students with children are most vulnerable. Can't afford international student fees for school and cost of living is disrupting education for kids. People don't have family support and are not eligible for local support payments."</i></p> <p><i>"During COVID, the Non-Resident Nepali Association Australia raised over \$100,000 from the community to help support stranded or ill international students, and visited and delivered food to students."</i></p>

Identified Need/Gap	Examples of what we heard
<ul style="list-style-type: none"> • Women-only learn to swim classes (many can't swim) • Affordable accommodation for international students • Increase visibility (e.g. City of Sydney did a welcome event for international students) • Work placements within Council 	

Women and Children

Identified Need/Gap	
<p>Common themes:</p> <ul style="list-style-type: none"> • Domestic and family violence • Isolation and language barriers • Child care costs and access • Health care - pre and postnatal <p>Many of the issues impacting women and children are also outlined in further detail in other sections including: <i>Small and emerging communities, New arrivals and temporary residents, International students, Domestic Violence and Child and family support.</i></p>	

Small and emerging communities

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <p>New and emerging communities are smaller, often face competing needs (e.g. finances, housing, study or employment) and have less resources to draw on than established communities and sometimes lower English proficiency.</p> <p>Access to interpreters:</p> <ul style="list-style-type: none"> • Challenges in accessing interpreters in some emerging languages and/or genders or dialects e.g. Mongolian, Uyghur, Dari, female speakers, Ethiopian or Arabic. <p>Health issues:</p> <ul style="list-style-type: none"> • Pre-and postnatal care - Lots of families migrating from new and emerging communities (Nepalese, Mongolian, Bengali) of child bearing age but not accessing prenatal and postnatal services. • Stigmatised health conditions - mental health, disability, HIV, sexual health, gambling. • Family violence amongst emerging communities. 	<p><i>"Language is a need (amongst the Uyghur community) as well as short courses and developing skill sets especially for younger people to help develop confidence, initiatives such as personal development, social and skill based programs."</i></p> <p><i>"Interpreting is not always a direct translation of what is said but an interpretation. It is also often gendered. It can be hard to get, for example, a female speaking Dari interpreter. This can make it difficult to do case management e.g. in DV cases."</i></p> <p><i>"Many communities don't know that interpreting services are free and are reluctant to use them".</i></p> <p><i>"DFV is not recognised and reporting to police is a new concept."</i></p>

New arrivals & temporary residents

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> Lack of awareness of systems and what's available, especially those sponsored family members who don't have access to settlement services. Lack of support/referral options for people on visas with no access to Centrelink or Medicare and therefore lack of eligibility for other services. <p>What would help?</p> <ul style="list-style-type: none"> Community education programs of what's available in the local area, help orienting people to Australia's systems and local supports in community languages A service directory for new migrants available in different languages. 	<p><i>"There's a lack of awareness of systems and what's available for them - health, parenting programs, mental health programs, etc."</i></p> <p><i>"Council working with existing local groups to help orient people to Australia's systems and local support...If this can be done in community languages, that would be better."</i></p> <p><i>"There are lots of sponsored (aged) parents whose children are not able to support them once they get here and they become very isolated."</i></p> <p><i>"30% [of AMEP students] are on sponsored marriage visas with no access to Centrelink, mainstream courses at TAFE, or support services. If they experience DV they have no access to emergency housing, financial support, etc"</i></p> <p><i>"New migrants are not eligible for government welfare and can't access social support, health or other supports for four years."</i></p>

Businesses from culturally and linguistically diverse backgrounds

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <p>Communication and engagement:</p> <ul style="list-style-type: none"> CALD businesses don't have time or like written materials Information needs to be short Make feedback short and easy e.g. 3 options Needs to be relevant Phone calls or face to face works best Businesses are time poor. It's hard for operators to leave their businesses. An outreach approach - going to visit them - works best. <p>Weekdays between lunch and dinner service, when the store closes (around 3pm to 5pm) is a good time to engage hospitality businesses.</p> <p>Needs/concerns:</p> <ul style="list-style-type: none"> Digital media skills e.g. lots of businesses don't have a website (too expensive). Older generation business owners don't have the skills or time to use social media No understanding of how Council works No connection to Council 	<p>ENGAGING WITH COUNCIL:</p> <p><i>"Many small business owners, don't speak English well"</i></p> <p><i>"Hard to find the correct person to deal with - no contact details on the website"</i></p> <p>COUNCIL PROCESSES:</p> <p><i>"Don't want to go through the long process of application/Council processes."</i></p> <p><i>"After COVID, [Council has] improved a lot e.g. digital processes and cut out a lot of red tape, simplified things and questions / info they were asking for."</i></p> <p><i>"Need a point of contact to channel concerns, provide practical help and help navigate Council"</i></p> <p><i>"Very short turnaround for event sponsorship - makes it hard for business. Give dates out in advance and a calendar of events E.g. Granny Smith Festival in Ryde - announce next year's date one month after the event ie. save the date for next year."</i></p>

Identified Need/Gap	Examples of what we heard
<ul style="list-style-type: none"> ● Parking - parking fees in Burwood are expensive compared to the Sydney CBD (even in front of library car park). There is not enough parking or loading zones, parking rangers are very active. ● Care about efficiencies and how long something takes ● Licencing or DA - experience difficulties in navigating the system (often due to language barriers and sometimes cultural issues. Council asks them to send email but they don't understand why or and need someone who speaks the language.) <p>What would help?</p> <p>Communication and Engagement:</p> <ul style="list-style-type: none"> ● Visits to businesses from Mayor/Council ● Dedicated community liaison person for Council to communicate with businesses, on the ground, provide help to trouble-shoot difficulties - a point of contact to go to/phone line (ideally multi-lingual, Mandarin speaker) ● Translate key info into simplified Chinese ● Communication or feedback needs to be short and efficient ● Call the owners via phone with someone who speaks Chinese ● Business pop ups in business precincts - e.g. set up a day - promote time and location to business owners ● Go out with a survey or application form on ipads with someone who can speak Chinese - read through the questions and complete the application with the owner. <p>Support/capacity building:</p> <ul style="list-style-type: none"> ● Training e.g. Fairfield Council has a studio in the library training businesses how do posts on YouTube or to create a digital channel ● Promotion support e.g. organise a professional photoshoot in the library to take portfolio photos, show businesses how to set up LinkedIn business owner/facebook profile (e.g. Canada Bay Council did something similar), some Council's create a market stall or a directory/ list of businesses on their website or promoting types of foods/businesses ● Regular networking events/discussion group for businesses - encourage people to come and air their concerns 	<p><i>DISCONNECT FROM BURWOOD</i></p> <p><i>"There are lots of Korean restaurants in Strathfield (on Burwood side) e.g. grocery stores and food businesses but most don't know it belongs to Burwood Council.</i></p> <p><i>"They need to feel a sense of belonging to Burwood Council - feel very remote - not very directly connected. Very passive - in a cultural island, don't feel like they benefit from Council programs."</i></p> <p><i>"If the Mayor could visit restaurants, especially Korean businesses in Strathfield, and introduce himself to staff, have a meal. They might take a photo and put it on the wall and sign - they would feel more visible to Burwood Council and appreciated. They often do this in Korea. Or if the Mayor could send a letter of appreciation for the good work they are doing".</i></p> <p><i>BUILDING RELATIONSHIPS:</i></p> <p><i>"Business owners want contact with the Mayor or Councillors".</i></p> <p><i>"The Mayor pops in and the owners love meeting him. It's great when bi-lingual staff accompany him."</i></p> <p><i>BEST WAYS TO ENGAGE:</i></p> <p><i>"Phone calls or face to face works best"</i></p> <p><i>"Language is a barrier for some - many don't read marketing material. Bilingual workers would help."</i></p> <p><i>"Information needs to be short and relevant - translations may help but many tenants don't read email/material."</i></p> <p><i>"Would be good to have a council staff member to walk about and talk to business owners (though it is not always the owner who is working in the business)"</i></p> <p><i>USE OF TECHNOLOGY</i></p> <p><i>"Bigger stores use social media e.g. Instagram, but many small business owners are often older generation and don't have skills or time to use"</i></p> <p><i>"Many businesses have improved their digital tools and social media - no longer paper based"</i></p> <p><i>During COVID lots of older people left the market, now there are lots of younger business owners. They have energy and can learn things, speak English but still want easier contact with Council.</i></p>

Identified Need/Gap	Examples of what we heard
<ul style="list-style-type: none"> ● Provide grants for the Burwood LGA to enhance digital support or skills development, such as website development and social media promotion <p>Processes:</p> <ul style="list-style-type: none"> ● Shorter process time and shorter application forms ● Burwood Business Awards - translate online voting form (and promotional material) into Chinese and Korean so people can complete them in language. ● An advisory hot desk every week (like JP service) where people can come to ask questions, with a duty planner and ability to book an interpreter, like Bayside Council which has a counter to talk about licencing and DA issues. ● Council needs an Economic Development Officer. ● Offer businesses monthly or annual business parking passes. ● Provide more opportunities to collaborate on public art projects and events. ● Longer lead time for sponsorship - share sponsorship prospectus and events calendar with dates a year out. 	<p><i>PROMOTION OF BUSINESS AWARDS</i></p> <p><i>“Work with local community leaders who have community connections to promote, most are happy to put a poster/flyer in shop fronts.”</i></p> <p><i>“People don’t know how to vote. The promo is translated but when you open up the form it’s all in the English language. It would be good if the form was in Chinese or Korean.”</i></p>

Priority issues and needs

The common priority issues identified were:

- Domestic and family violence
- Social isolation
- Food insecurity and financial pressures
- Homelessness and need for safe, stable, affordable housing
- Mental health
- Gambling harm
- Unemployment/underemployment, pathways and language barriers
- Child and family support
- Community Safety

Other issues identified included:

- Racism and discrimination
- Health and wellbeing
- People not engaging in sport and activity
- Stigma and share around disability

Domestic and family violence

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Barriers to reporting or accessing support: due to visa status, language, fear of police, awareness ● Lack of awareness of services and referral options for people on temporary visas - lack of eligibility to housing, Centrelink, health/Medicare, etc ● Social isolation ● Secure housing: affordable housing; eligibility for transitional housing requires permanent residency, shortage of crisis and transition accommodation and people don't feel safe ● Financial independence - no income, lots of debt, payday loans ● Employment barriers - no opportunities to re-skill or skill themselves for work, English language barriers ● Child care - costs are prohibitive but there is a need for short term childminding to attend medical appointment or attend meetings with lawyer etc ● Interpreters - women often don't want to use or know interpreter services is free; interpreters are not trained as trauma informed and challenges with different dialects e.g. not always a direct translation, but often an interpretation of what's being said and often gendered ● Need for culturally responsive services and programs <p>Communities affected:</p> <ul style="list-style-type: none"> ● All communities - specific mentions included Nepalese, Chinese, Korean, Vietnamese, Filipino, Thai, 	<p><i>"Language barriers or fear of police prevents them from reporting."</i></p> <p><i>"Many people don't have permanent residency and so won't go to police or government or won't declare their identity because of visa and concerns they will be deported."</i></p> <p><i>"Even for people who have been here for a while, their English sometimes isn't good and it's hard to access services. DV clients have complex issues but not all services have bilingual workers."</i></p> <p><i>"They don't know where to go. Cases are often highly complex and severe."</i></p> <p><i>"DV is often hidden."</i></p> <p><i>"Cultural expectations, shame and stigma can mean the issue is often hidden and it's hard to reach women. Schools are a good way to reach them through daughters and through primary prevention/education."</i></p> <p><i>"Some women have been living more than 2 years in the refuge, with nil or limited income - totally reliant on others."</i></p> <p><i>"Women on temporary visas have precarious status when they escape DV -"</i></p>

Identified Need/Gap	Examples of what we heard
<p>Bangladeshi, Indian and Sri Lankan.</p> <p>What would help?</p> <ul style="list-style-type: none"> Occasional child care - a drop in space for child minding a few hours for women, especially those with precarious visa status to attend meetings/appointments.¹⁸ Inclusionary zoning and affordable housing Free pool passes in summer and access to swimming lessons for kids and international students Free activities or subsidised programs (trauma-informed and safe) to promote inclusion and connection Education and prevention: healthy, respectful relationships - and how women can navigate this with their children Culturally responsive services and programs Cultural awareness training for Police Free English classes (in the day time) Information in language about what is free for women and children e.g. library membership/programs, events at pool (and give plenty of notice) Support worker parking permits for services such as DV, homelessness and housing workers (e.g. like City of Sydney, Inner West and Randwick Councils). 	<p><i>some have been with no income for more than two years and are totally reliant on charities and not for profit organisations to support them.</i></p> <p><i>"DV affects children at school but culturally some women don't like to ask for assistance."</i></p> <p><i>"Police have been promoting the reporting of DV so this may be why there is increased reporting."</i></p> <p><i>"In the Philippines, women tend to be subservient to men."</i></p> <p><i>"In Nepal, men are considered more superior - but dynamics change in Australia. Here women are more educated and working, they understand the culture and respectful relationships but cultural expectations can lead to family conflict."</i></p>

Food insecurity and financial pressures

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> Food insecurity has increased The demand on food banks has increased significantly and many are pushed to capacity Financial stressors (debt, loans, housing, cost of living) Most community programs cost money but some things are free Visa issues - cost of process and legal support for expired visas (e.g. single mothers who don't have a visa, student visa applications are really expensive) <p>Service gaps:</p> <ul style="list-style-type: none"> No community meal service in Burwood offering meals as well as showers, haircuts, connection, etc. Wrap around services (e.g. mental health, housing, wellbeing, nutrition, clothing) - need for one-stop-shop and forums/ways to increase awareness of issues <p>Communities identified:</p> <p>Specific mentions included; mainland Chinese, other Asian groups, European, refugees from Iran, all faiths,</p>	<p><i>"During COVID, there was an increase in homelessness which caused a lot of local business concerns (increase in begging, stealing food, security concerns)."</i></p> <p><i>"Many [who access our food bank] would be classified as homeless/rough sleepers, but not all."</i></p> <p><i>"Increased cost of food has limited what we can buy and provide"</i></p> <p><i>"Not enough donations coming in. Now we have to buy food weekly. Numbers are pushing us to our limit."</i></p>

¹⁸For example, the Asylum Seeker Family Partnership Program provides free early education and care for children of people seeking asylum using vacant places at local preschools and childcare centres. Two councils ([Inner West Council](#) and [Canterbury Bankstown Council](#)) have piloted this model in Council-run centres.

Identified Need/Gap	Examples of what we heard
<p>international students, Coptic, Lebanese, Syrian, other Arabic speaking communities</p> <p>What would help?</p> <ul style="list-style-type: none"> ● Food donations or money ● Need financial support - grants to employ staff and provide food ● Help with recruiting and training volunteers especially skilled, bi-lingual and younger volunteers e.g providing hospitality (food handling/preparation) training to help recruit volunteers ● Help with promotion to raise awareness of services available to local residents. ● Facilitate connections to other local services for referral as well as wrap around services (coordination of a community hub for the community to access support as a one-stop-shop) ● Support in coordination and identifying referral pathways and collaboration opportunities. 	

Homelessness and need for safe, stable, affordable housing

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Emerged as an issue, during and post, the pandemic ● Visible homelessness (e.g. rough sleeping) but also often hidden as well (e.g. need for financial assistance, food parcels, female hygiene products). ● Lots of couch surfing and exploitative boarding house situations - people charging lots for inadequate conditions in area, renting by the bed ● Cost of housing/housing affordability. <p>What would help?</p> <ul style="list-style-type: none"> ● More regulation and monitoring of boarding houses to protect vulnerable people ● Inclusionary zoning and affordable housing in all new development ● First-a-Home program ● Feeling sense of belonging, connection 	<p><i>"The pandemic has given rise to over a 70% rise in homelessness in the municipality."</i></p> <p><i>"As a resident, I've noticed more homeless people on the streets in Burwood. It has increased visibly over the last 15 years (I was part of the street count). The City of Sydney does great work in assertive outreach. It would be great for Burwood Council to do more in this space."</i></p> <p><i>"Burwood is a generous community, it has places to sleep comfortably under shelter e.g. Burwood Park, St Pauls gives food, access to services nearby in Ashfield Exodus Foundation."</i></p> <p><i>"People see rough sleepers and people give generously which also attracts more people to the Burwood area (residents and businesses give money). This shows how supportive the community is."</i></p>

Mental health

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Mental health features strongly in all CALD communities • Particular issue for international students (Nepalese) and others on temporary visas • Linked to problem gambling and other issues • Lack of affordable services and services in language. <p>What would help?</p> <ul style="list-style-type: none"> • Mental health awareness training for communities • Support for local groups/orgs to deliver culturally appropriate services eg. counselling, in established community environments where there is in-house cultural context/languages 	<p><i>"We [Maronite] provide an in-house counselling service (free and pro-bono service, bi-lingual) every Wednesday. It is open to all, not just our community. People feel comfortable to come to our service. Sometimes they feel intimidated by going elsewhere or there is a language barrier. The environment here is familiar and safe/secure."</i></p> <p><i>"One gentleman [in the Uyghur community] is a type of community leader - offers counselling sessions as he has a counselling background. People prefer to stay within the community for most professional experiences and won't share their issues with outsiders."</i></p> <p><i>"Council could support communities e.g. churches and organisations in providing those services - supporting the small communities to be self-sufficient to deliver these services inhouse as we understand the cultural context and have language skills."</i></p> <p><i>"If they don't meet mental health requirements, we can't do much other than contact family members, drop them home and promote the next of kin registration service."</i></p>

Gambling Harm

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Problem gambling/gaming is an emerging issue, particularly amongst new and emerging communities as well as international students. This may be due to: <ul style="list-style-type: none"> ○ being smaller, more newly arrived communities and having less support structures. ○ vulnerable international students experiencing competing needs such as study, finances and housing and having less resources to draw on including English proficiency. • Links between mental health stress and participating in gambling which is on the rise - addiction/abusing types of gambling. <p>Communities identified:</p>	<p><i>"Mental health, financial stress and gambling is an issue impacting a number of international students from Nepal."</i></p> <p>Note: Many community and cultural groups, especially those who are largely volunteer-run, also spoke about their reliance on ClubGRANTS funding which allocates money raised through poker machine profits to deliver community programs, particularly given the small pool and value of Council's Community Grants program.</p>

Identified Need/Gap	Examples of what we heard
<p>Specific mentions included Nepalese, Chinese, Korean, Lebanese, International students, new and emerging communities.</p> <p>What would help?</p> <ul style="list-style-type: none"> • More awareness in community language, including disseminating information through community networks about the harms of gambling and strategies to deal with mental health stress. 	

The following key findings were identified during consultations undertaken with the Nepalese community on gambling by Sydney Local Health District (SLHD) in 2019.

<p>Cultural thoughts about gambling:</p> <ul style="list-style-type: none"> • Cultural gambling activities (such as traditional dice games and card games) and lottery are viewed as acceptable, non-addictive and involve only a small amount of money. (Cultural gambling is a common social event during Nepalese festive seasons) • Gambling otherwise, such as casino gambling and poker machine gambling, is culturally not accepted, is addictive and associated with shame and stigma. 	<p>Main reasons why people gamble:</p> <ul style="list-style-type: none"> • 'Easy money' • A new and interesting thing for Nepali to go to casinos and clubs • 'Freedom' - no watching (by government or family in Nepal) when going to gamble in Australia • Isolation / loneliness • Escape from their stress (especially for middle age group and international students)
<p>Issues associated with problem gambling:</p> <ul style="list-style-type: none"> • For international students – withdrawal from study, homelessness, forced to go back to Nepal • Debt • Domestic violence (less commonly heard) • Use of drug and alcohol • Mental health issues • Suicides 	<p>Community conversations about gambling:</p> <ul style="list-style-type: none"> • People would share with their family anonymous incidences of problem gambling in the community as a cautionary tale. • Traditional myths and stories (Hindu culture) teach people to stay away from gambling. • Lottery winners don't talk about it due to security reasons
<p>Barriers to help-seeking:</p> <ul style="list-style-type: none"> • Shame, stigma, denial • Uncommon concept to go to counselling • Language barriers • Low awareness of available services 	<p>Enablers to help-seeking:</p> <ul style="list-style-type: none"> • Knowledge and awareness of problem gambling and gambling related harm • Promotion of relevant services to the community with freebie and incentives • Getting the community to start the conversation on this topic; working with the community leaders • People seem to be willing to trust their GPs (non-Nepali).

See also [Appendix E](#) for gambling data for the Burwood LGA.

Unemployment/underemployment, pathways and language barriers

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Unemployment/underemployment/joblessness at all levels ● Lack of secure jobs - so much contract/casual work ● Limited job market for unskilled people, some skilled workers ● Applications all need to be done online - need for computer skills and access ● Difficulty with Centrelink (on waiting lists and queues) ● Language barriers ● Awareness of job search process and job skills <p>What would help?</p> <ul style="list-style-type: none"> ● Support for women escaping DV on e.g. bridging visa with work rights - opportunities to re-skill or skill themselves into Australia workforce e.g. language and work readiness programs. ● Access to computers and training in applying for jobs online and help with filling online applications 	<p><i>"We notice that there are a lot of jobs available, but for people who don't have English as a first language - it's so hard to get jobs."</i></p> <p><i>"A number of women have become sex workers because they can't find a job due to language barriers and they are concerned for their future, especially those without family in Australia. They are facing high rental costs, no suitable or permanent job and feel they have no other choice."</i></p> <p><i>"Employment process in getting a job is hard, even for the Filipino community despite speaking English since birth."</i></p> <p><i>"Conversation classes are often at night when childcare is not available, making it difficult particularly for single parents."</i></p>

Child and family support

Identified Need/Gap	Examples of what we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Early childhood development - a large number of CALD children with language delays ● Families with complex needs e.g. children with behavioural needs - not sure where to go, often get rejected by other services ● Child care - costs are prohibitive and need for affordable occasional care ● Parenting programs ● Family conflict and support - intergenerational and cross-cultural issues (especially when children are born here) <p>What would help?</p> <ul style="list-style-type: none"> ● Mapping of services and programs e.g. parenting, playgroups etc to increase awareness, identify gaps and avoid duplication. ● Promotion of available services. ● Affordable occasional care for people with precarious visas to access. 	<p><i>"Those who are not aware/new migrants who are not aware of the systems or don't have any knowledge of how the systems work/support networks available to them. There is a lack of knowledge about how Australian laws work eg. disciplining children, which are different from laws in their home country. This can cause all kinds of issues for people here."</i></p> <p><i>"Affordable, occasional child care for vulnerable mums who are staying in the local community and need to attend meetings/appointments .. there is a massive need for this in Burwood."</i></p>

Community Safety and Discrimination

Identified Need/Gap	What we heard
<p>Key themes: Community safety:</p> <ul style="list-style-type: none"> ● Fraud is an issue, especially scam phone calls ● Areas in multi residential buildings are targeted for mail and parcel theft - packages written in other languages and no way of tracking ● Lots of international students work as shift workers and rely on public transport ● Perceptions of safety ● Racism and discrimination <p>What would help?</p> <ul style="list-style-type: none"> ● Community education on fraud in community languages ● Community safety and crime prevention initiatives including promoting options for CCTV cameras and registration with police, Neighbourhood Watch programs in the area to help build community ● Intercultural connection and anti-racism initiatives. 	<p><i>“People hear the words ‘police’ or, ‘immigration’ over the phone and often become victims of fraud.”</i></p> <p><i>“Burwood is a welcoming and diverse place, but racism and discrimination still exists. Council can help to promote respect and cross-cultural understanding.”</i></p> <p><i>“The perception that Koreans have about Burwood is positive - that it is a safe and multicultural place. ... It’s a very different image than Strathfield where people feel safety is not great e.g around Railway Plaza where there are concerns you can get assaulted or harassed.”</i></p>

Other issues

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Health and wellbeing ● People not engaging in sport and activity ● Disability - lots of stigma and shame <p>What would help?</p> <ul style="list-style-type: none"> ● Community programs - more arts, music and painting class, singing and hobbies ● Intercultural connection and anti-racism initiatives. 	

KEY FINDINGS: BARRIERS

Barriers to access

Diversity is layered and influences how and why people interact. At times, it can contribute to barriers and a lack of confidence for community members to access or engage with services and programs. Key themes we heard included:

- Language barriers
- Digital access and literacy
- Language proficiency required for understanding and completing form-filling
- Lack of awareness to services and programs
- Trust and cultural safety/cross-cultural competency
- Ineligibility for services - particularly those with temporary visas (international students, temporary workers, sponsored family members, those without visas, etc)
- Social isolation or exclusion - especially when people don't speak much/any English or can't afford to participate
- Affordability of programs, transport - need for more free activities and accessible locations.

Language barriers

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Proficiency in English continues to be a barrier, regardless of length of time in Australia. • Some people who can't read/write in their own language have additional barriers. • Some services use interpreters but some languages such as Mongolian and Uyghur have few and it's hard to access interpreters. • Many people don't know that interpreter services are free. • Many community members are very isolated and have limited opportunities to practise conversational English - especially international students, women escaping DV, single parents, temporary visas (spouse, parent, etc), overseas workers, those who have exited AMEP. <p>What would help?</p> <ul style="list-style-type: none"> • Greater awareness, use and access to interpreters and bi-lingual workers • Need for free volunteer community conversations classes (casual and ongoing) 	<p><i>SENIORS:</i></p> <p><i>"Language proficiency can be a barrier for older residents e.g. Italian, Greek, Korean community, although they have been here for a while."</i></p> <p><i>"Sometimes members understand more than they let on but often avoid English. Engagement, understanding and connection is greater when delivered in the Greek language."</i></p> <p><i>"Elderly Koreans don't want to be speaking in clumsy English."</i></p> <p><i>"Written English is less understood - families often request that family members are present so information is shared verbally and in written format"</i></p> <p><i>"It is significant when messages or information can not be understood by the clients, especially grandparents."</i></p> <p><i>FOR COMPLEX ISSUES:</i></p> <p><i>"English language is a barrier - not for daily life but if they have complex issues e.g. domestic violence, English is not enough for them and they need bilingual support."</i></p> <p><i>"Language barriers can be significant in terms of being able to access services and even understanding the rules to avoid fines, such as illegal parking."</i></p> <p><i>FEAR:</i></p> <p><i>"People seeking asylum are concerned that if people know they can't understand English their claim for protection will</i></p>

Identified Need/Gap	What we heard
	<p><i>be affected."</i></p> <p>LITERACY: <i>"Some people can't read and write in their own language and it makes it hard to provide information to them. We partner with organisations that work with these customers and they can provide the information in a way that they can understand."</i></p> <p>CONVERSATIONAL ENGLISH: <i>"International students, overseas workers, and partner visas are not eligible for AMEP. They are incredibly isolated - can be here for 4 years with no support."</i></p>

Digital access and literacy

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Access to technology is still a barrier for some people, especially some seniors.g. Greek or others don't want to pay for data. <p>What would help?</p> <ul style="list-style-type: none"> • Using other methods than only digital • Greater awareness of library IT access and wifi • Classes for people to access smartphones 	<p><i>"There is a low digital literacy understanding amongst some seniors."</i></p> <p><i>"The way they access information has changed - everything has moved to a digital format and it is difficult to access if they don't know how to use digital devices."</i></p> <p><i>"Many isolated Chinese seniors - especially during COVID when they didn't want to go out and normally use library internet but don't want to go out and don't want to pay for data."</i></p>

Language proficiency required for understanding and completing form-filling

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Language is a barrier - communities need help with forms and documents, Centrelink issues • Increased need for form filling assistance (Centrelink, school enrolment, Council applications, etc) • Higher levels of English are required when completing Council application forms - sometimes language means businesses get rejected <p>What would help?</p> <ul style="list-style-type: none"> • Free multilingual, form filling assistance (like JP service) 	<p><i>"Very few services provide assistance to clients to complete forms. CASS assists their clients with this at their Campsie office. There isn't any other support in Burwood that we are aware of."</i></p> <p><i>"We tried a form filling program a few years ago but not many takers because of embarrassment, they didn't know they needed it or language barriers" (St Paul's)</i></p> <p><i>"Many business owners have good general English but technical, detail and complex things are hard to understand and explain - and applications or requests are often rejected by Council as a result".</i></p>

<ul style="list-style-type: none"> • Council advisory desks with interpreters 	
--	--

Lack of awareness of services and programs

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Support for new arrivals with understanding and navigating Australian systems. • For greater awareness amongst services and community about who is working here and the support they provide. • Lack of awareness of the role of Council services, facilities and opportunities to participate <p>What would help?</p> <ul style="list-style-type: none"> • Community and civic education programs to increase awareness and understanding of Council's function, services and programs • Information, education and support navigating systems in community languages • Promotion, increased awareness and connection to services in the area • Soft entry points such as community programs or library to build relationships and trust • Partnerships with communities • Directory of e.g. emergency relief providers etc 	<p><i>"Provide more resources for new migrants who don't speak English well - providing information in their language, health, welfare networks and link them to different orgs to support and be a connector."</i></p> <p><i>"Information in language about what is free e.g. library programs, events at pool that we can share with our clients"</i></p> <p><i>"Lack of awareness of services - e.g. many people don't know about services or the need to report DV. Pride is also a factor and mental health. Need to establish trust and connection to services and help members to navigate the system" (Vietnamese community worker)</i></p> <p><i>"Integration is still a process for first generation community members. Language is another barrier. Some integration for younger members occurs through schools. Some of the women, including elderly community members, have taken it upon themselves to engage and help break down barriers.</i></p> <p><i>At the beginning we didn't know about the services a lot, but in the last 2 to 3 years we have support through STARTTS and get to know other services." (Uyghur community member)</i></p> <p><i>"Opportunity for the library to be more a communications hub for information. e.g. guest speakers, information about programs - act as a soft entry to engage community members e.g. SES volunteering open day."</i></p>

Trust and cultural safety/cross cultural competency

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Trauma informed and culturally safe • Bi-cultural and bi-lingual workers are critical • Need to build trusted relationships • Programs adapted and tailored for cultural and language needs of participants 	<p><i>"It is important to tailor and adapt programs for each group, understanding the cultural needs of participants ... we have done training with cultural support workers to be able to run in English but co-facilitated in language with a bi-lingual co-facilitator."</i></p>

<p>What would help?</p> <ul style="list-style-type: none">• Co-design of programs• More bi-lingual workers	
--	--

Other barriers include:

- Ineligibility for services - particularly those with temporary visas (international students, temporary workers, sponsored family members, those without visas, etc)
- Social isolation or exclusion - especially when people don't speak much/any English or can't afford to participate.
- Affordability of programs, transport - need for more free activities and accessible locations.

These issues have been referenced in further detail above.

KEY FINDINGS: SECTOR SUPPORT NEEDS

Community Sector Support Needs

Summary

The common support needs identified for the CALD/community sector, including both funded services and volunteer-run groups, are:

- Access to affordable venues
- Support with service promotion and information exchange
- Sector connection and collaboration
- Access to funding, sponsorship and in kind support
- Cultural awareness/competency training and resourcing
- Training and capacity building (volunteers and workers)
- Volunteering recruitment and support
- Awareness, connection with Council and community education
- Arts and cultural development.

Affordable access to Venues

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Cultural/community groups need venues to deliver community support programs but are not funded and have small financial resources • Venue hire costs for small, volunteer groups are significant • Volunteer community leaders are contributing their own funds to cover costs, as well as their own time, which is not sustainable • Need for a larger venue for performances in Burwood. <p>What would help?</p> <ul style="list-style-type: none"> • Affordable or subsidised hire rates for community groups that don't have access to their own venue • Sharing available community spaces and resources and outreach opportunities • Consider how Council supports unfunded organisations and emerging communities to access venues e.g. providing venue hire as an in-kind stream of Council grants program; review fees and charges and subsidies; promote awareness of non-Council venues and community spaces and facilitate connections. 	<p><i>"Significant costs for small community groups/organisations and needs. Main issues are access to performance opportunities or venues"</i></p> <p><i>"We love Woodstock Hall - it is close to the railway, we can cook there, it's accessible. We get a concession (as a regular hirer and we are seniors) but it's not cheap and very burdensome for our group. Council's small grant has helped but the hire fees use a lot of it."</i></p> <p><i>There are many groups in the community who require free access to programs, activities as well as venue hire.</i></p> <p><i>"There is a need for theatre space for performance - sometimes we hire the Latvian Theatre in Strathfield which can accommodate 500 - it has good facilities, lighting, audio and a stage."</i></p>

Support with service promotion and information exchange

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Not aware of what services are operating or available for Burwood residents ● Need help with promoting their services ● Information exchange ● Service mapping to identify gaps and avoid duplication e.g. parenting groups or playgroups <p>What would help?</p> <ul style="list-style-type: none"> ● Service directories e.g. emergency relief providers, schools and child care list ● Community database ● Service directories ● A mailing group that services can join e.g. a multicultural community organisation e-group to enhance local information sharing and communication relating to multicultural affairs, activities, opportunities and action ● E-news for sector ● Platforms to promote local services e.g. service directory, online platforms like Ask Izzy ● Profiling and help promoting local services 	<p><i>"Not aware of what services are available"</i></p> <p><i>"If Council could help promote information about services such as on Council's website, via social media, flyers, popup/displays in Westfield"</i></p> <p><i>"Need a new version of the schools and child care list"</i></p> <p><i>"In other areas there is an interagency meeting and a list of emergency relief providers. "</i></p> <p><i>"We are not on the mailing list for Burwood."</i></p> <p><i>"We need a platform where local NFPs/charities can promote their programs and services and find others."</i></p> <p><i>"service mapping to identify gaps, duplication and opportunities for referral and partnership "</i></p> <p><i>"If community outreach workers could provide regular updates about what services are available to the community..beyond just events. Making it easy to access."</i></p> <p><i>"We weren't invited to the homelessness forum and was disappointed when we found out on social media"</i></p>

Sector connection and collaboration

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Opportunities to meet and connect with other services, share resources and joint planning <p>What would help?</p> <ul style="list-style-type: none"> ● Multicultural interagency or Burwood focused forum, Community of Practice or working groups to coordinate on projects or collaborate ● Explore hosting multicultural leaders/workers events to facilitate engagement, networking and collaboration between local groups. ● Sector forums (networking, target group or issues focused) ● One-stop shop community hub ● Events where there's opportunities hear about what organisations are doing in the community (like grants presentation) ● Advocacy on joint issues 	<p><i>"Need to connect with other services who can help with referrals or provide additional wrap-around services."</i></p> <p><i>"Need to bring CALD communities and funded services together - get to know who's working here and opportunities to collaborate, including those serving Burwood but not based here"</i></p> <p><i>"Coordination of community hubs for the community to access support as a one-stop-shop"</i></p> <p><i>"We are not aware of any multicultural interagency meetings running in Burwood"</i></p> <p><i>"More opportunities for services from wider networks to come together and collaboration across LGA borders where possible"</i></p>

Funding, sponsorship and in-kind support

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Funding is a common need across the sector • Grants are critical to support sustainability of regular volunteer-run groups and services • In-kind support such as food drives, venue provision, donations, and skilled volunteers also needed • Council grants program is easy but volunteers are time poor, and grant amounts and the funding pool are small • Potential targeted focus for Council grant stream • People think Council grants are only given to 'needy' or age and disability programs <p>What would help?</p> <ul style="list-style-type: none"> • Opportunities to build the capacity of smaller culturally specific organisations around successfully applying for grants • More food drives and drop off points for people to donate food in the centre of Burwood e.g. Westfield or Burwood Plaza or Burwood Library • Promote other available grant opportunities • Workshops or recruiting skilled volunteers to help grassroots organisations apply for grants • Facilitating connecting with businesses and not-for-profits for sponsorship or inkind support • Partnerships for delivery of events 	<p><i>"We need food and money - we now have to buy food weekly, demand is pushing us to our limit. Grants are helpful - they do take time [to apply and acquit] but we wouldn't have gotten anything without grants."</i></p> <p><i>"Council grants are small but we can still do a lot with those small amounts of funding"</i></p> <p><i>"Council needs to consider how best to use the \$50,000 grants a year. For example, consider targeting grants to specific needs based on emerging needs and priorities. This will give a clearer focus on how to work together."</i></p> <p><i>"We do apply for grants but our program doesn't look like it's addressing 'needs' or considered an 'essential program' - it might look like a 'past time' rather than meeting the needs for those who are more needy."</i></p> <p><i>"Grants/funding for training and capacity building to help connect new migrants/arrivals - having a stream to fund people to connect and access systems would be really helpful - an education program to help people connect and contribute to the community."</i></p> <p><i>"We did access ClubGRANTS four years ago but then the grants disappeared for the next 2 years during COVID"</i></p> <p><i>"We need help to connect not-for-profits with corporate sponsorships - many businesses will only engage with larger organisations that have a wider impact but we need local businesses wanting to focus on local footprint."</i></p>

Cultural awareness/competency training and resourcing

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Need for greater cultural competency and culturally responsive services • Need more diversity within staff and greater use of bi-cultural, bi-lingual workers or volunteers • Need support and training 	<p><i>"Need for cultural competency skills and understanding of cultural context"</i></p> <p><i>"Need more diversity in staff who can support and reflect the local community"</i></p> <p><i>"Need to recruit bicultural workers when possible"</i></p> <p><i>"More culturally-safe places and culturally or"</i></p>

Identified Need/Gap	What we heard
<ul style="list-style-type: none"> Need for deeper understanding and cultural awareness, more than just population information Intra-cultural awareness <p>What would help?</p> <ul style="list-style-type: none"> Use of interpreters and mutli-lingual staff Training on cultural competency Seminars on different cultural groups Partnerships with services Recruitment of CALD staff and more bi-cultural workers and bi-lingual Awareness and use of TIS 	<p><i>language-specific programs to support the engagement of culturally diverse communities"</i></p> <p><i>"Need for deeper understanding of cultural backgrounds"</i></p> <p><i>"Promote or provide culturally sensitive training to build awareness among local organisations and Council about how to welcome people from different cultures - all cultures in Burwood"</i></p>

Training and capacity building (volunteers and workers)

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> Training for staff and community leader/volunteers to support recruitment and build skills Support for volunteer-run community groups to build and strengthen their capacity <p>What would help?</p> <ul style="list-style-type: none"> Training for workers and cultural groups - e.g. food handling, events management, mental health first aid, first aid, working with children, working with elderly and vulnerable Grants writing workshops or advisory desks 	<p><i>"Providing hospitality (food handling/ preparation) training to help recruit volunteers."</i></p> <p><i>"Mental health first aid"</i></p>

Volunteering recruitment and support

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> There is a shortage of volunteers and workers post COVID Some services need a special skill set - the right type of person Heavy reliance on volunteers to run community programs and support esp in volunteer-run organisations Contribution of volunteers is undervalued Support with promoting, recruiting and training volunteers especially bi-lingual and younger volunteers 	<p><i>"Council could promote more volunteer opportunities and link them to employment pathways"</i></p> <p><i>"Help with recruiting and training volunteers especially bi-lingual and younger volunteers (there's a shortage of volunteers and workers post COVID)"</i></p> <p><i>"need help in kitchen and warehouse - providing a hospitality course to skill people (food handling/preparation training to help recruit volunteers)"</i></p> <p><i>"We don't have Chinese speaking staff to help, our website needs to be rebuilt and updated but"</i></p>

<p>What would help?</p> <ul style="list-style-type: none"> • Promoting volunteer opportunities within sector • Recruiting skilled/corporate volunteers to support NGOs with website, social media and grant writing etc • Recognising volunteers and their contributions 	<p><i>we have no time"</i></p>
--	--------------------------------

Awareness, connection with Council and community education

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • People don't know who to contact in Council - what positions, responsibilities, organisation structure • Lack of awareness of Council's programs and support • Need to build ongoing relationships and regular communication • Lack of communication or poor communication can damage relationships with the community. • Opportunities for strategic partnerships, joint planning, partnership and collaboration • Council needs to get out and visit groups, organisations and understand what they do <p>What would help?</p> <ul style="list-style-type: none"> • Resources e.g. Council staff contact list, Council programs and services overview • Translate into key languages and partner with CALD/community sector to distribute • Library/council tours or host groups e.g. for seniors month, youth week, international day of people with disability, local government week • Community/civic education program Staff to reach out and visit community programs and services • Council Expo/outreach • Strategic meetings with services or joint planning 	<p><i>"Not sure what Council is doing and what services Council does - it would be great to know more."</i></p> <p><i>"Sometimes it's hard to find the right person to talk to in Council. Usually I just send an email to the Mayor for things and the Mayor connects us to the right place."</i></p> <p><i>"We don't know who the Council staff are."</i></p> <p><i>"Council needs a consistent key contact person who develops good relationships and has regular communication."</i></p> <p><i>"Once you make a connection with someone at Council, they send on relevant information because they understand the organisation and what we do, our clients and interests"</i></p> <p><i>"Sometimes we get information about Council events from our groups, not from Council"</i></p> <p><i>"Council needs to give enough time e.g. change to Burwood Festival came in very late and changes too late for community groups (had already prepared lots for festival). Community members were very upset and frustrated about last minute to cancel Festival and the impact on the community - had spent money preparing" (some damage done to community relationships)</i></p> <p><i>"We'd love to explore partnership opportunities with Council in 2023"</i></p> <p><i>"Ongoing engagement process e.g. round table to bring people together on a regular basis with a useful agenda - brokering partnership and collaboration work"</i></p>

Arts and cultural development

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> ● Support in accessing funding for delivery of arts and cultural development activities, including assistance in preparing grant applications. ● Promotion and marketing support for community led arts and cultural initiatives ● Opportunities to connect arts and cultural organisations. ● Support in planning community events. ● More venues to support more diverse arts and cultural activities, including art workshops, exhibitions, events, maker or residency spaces that are free or low cost. <p>What would help?</p> <ul style="list-style-type: none"> ● Facilitating new networking opportunities to connect arts and cultural organisations. ● Opportunities to grow arts and culture in Burwood, notably by: <ul style="list-style-type: none"> ○ Capturing local stories and promoting local cultural assets ○ Increasing the number of exhibitions and events (including resourcing and planning support) ○ Expanding public art beyond the Burwood Town Centre ○ Improving access to spaces that enable collaboration, community connection, performance or the display of artworks. 	<p><i>"There is an emerging vision and appetite for Burwood to be a centre for arts and culture with opportunities to participate in or access diverse artforms, ranging from accessible exhibitions and workshops to unique music performances and cultural festivals. This vision is underpinned by a desire to build stronger connections across the local arts and cultural sector, establish links with local business and improve access to purpose built spaces that support the growth of arts and culture."</i></p> <p>For further information, see 'Report on Engagement Findings: Burwood Arts and Cultural Forum & Organisation Survey (2022)' available at https://participate.burwood.nsw.gov.au/community-arts-cultural-forum.</p>

KEY FINDINGS: ENGAGEMENT

Communicating and Engaging with CALD communities

Going through trusted community networks and platforms for communication is essential for communicating and engaging with culturally and linguistically diverse people in Burwood. This is underpinned by key 1:1 working relationships, collaboration with community groups, networks and services, and grassroots dissemination through word of mouth communication.

Communication methods and platforms used by CALD communities

Methods and platforms	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Big diversity of communication preferences, methods and platforms among CALD communities • Each community is nuanced: people who are clustered under one umbrella (eg. the Nepalese community) have great diversity. Factors such as age/generation, length of time in Australia, education level and digital literacy all intersect differently in one community to the next. • A mixed method approach to communication is essential: using culturally-specific social media channels, word of mouth, trusted community advocates/leaders, hard copy materials, ethnic media channels, broad social media channels and existing community mailing lists/information sharing channels. <p>Platforms to access specific multicultural communities</p> <ul style="list-style-type: none"> • WeChat (mainland China) • WhatsApp/Facebook (Hong Kong) • RedBook (Chinese platform, young members) • Kakao Talk (Korean) 	<p><i>"Put information on WeChat - it is better for Chinese residents" (resident - online survey respondent)</i></p> <p><i>"Approach local community language radio station for ads and interview programs" (resident - online survey respondent)</i></p> <p><i>"Using a wide variety of channels including CALD NGOs, radio, GPs, religious groups, and existing social groups." (service provider respondent)</i></p> <p><i>"Asians not in favour of Facebook" (1:1 interview participant)</i></p> <p><i>"Council can pass on information e.g. E-newsletter with web links and we use our WeChat noticeboard to make people aware. For example, when we communicated information about Council's shop front improvement program, we adapted the message so it's from us." (1:1 interview participant)</i></p> <p><i>"connect with cultural groups, Mayor to go out and visit Korean businesses in Strathfield, translate info into Chinese and Korean, share information on Nextdoor" (resident - online survey respondent)</i></p>

Communication

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Most Council information is only available in English • Information is often too complex <p>What would help?</p> <ul style="list-style-type: none"> • More visual and simple information • Working with community members/workers who speak community languages • Translations • Interpreters • Relevant 	<p><i>"Use community languages more effectively (not just Google translate) and use broader methods (e.g. don't just rely on the website). Attend relevant network meetings and go out where people are already gathering." (service provider survey respondent)</i></p> <p><i>"Council needs to have bi-lingual staff - it's the way communities communicate. People want to talk to someone who looks like, them, speaks their language, understands the culture - otherwise it's a real struggle" (in-depth interview participant)</i></p>

Engagement

Identified Need/Gap	What we heard
<p>Key themes:</p> <ul style="list-style-type: none"> • Low awareness in communities on the role and function of Council and how they can participate in decision-making processes as well as simply finding out about and access Council services. • Low levels of trust in government in some communities, due to negative experiences overseas. <p>What would help?</p> <ul style="list-style-type: none"> • Council proactively reaching out to communities to engage in familiar and accessible settings • Having key contact people in Council who CALD community organisations can easily access and build relationships with • Using 'soft' entry points such as cultural events, festivals and community activities/programs to engage on Council matters • Community programs have a benefit as a captive audience for community consultation, to promote other programs and to get feedback on Council matters • Considering how Council supports unfunded organisations and emerging communities to access Council facilities 	<p><i>"Go out, speak to people and observe. It provides you with a more realistic view of the area." (resident - online survey respondent)</i></p> <p><i>"Lack of awareness of opportunities. Feedback being actively discouraged in countries of origin." (service provider survey respondent)</i></p> <p><i>"This is the first time for me to give feedback to Council. it's a good idea to find out how local communities are doing and how to improve this service." (service provider survey respondent)</i></p>

Appendix A: Language and cultural groups by location

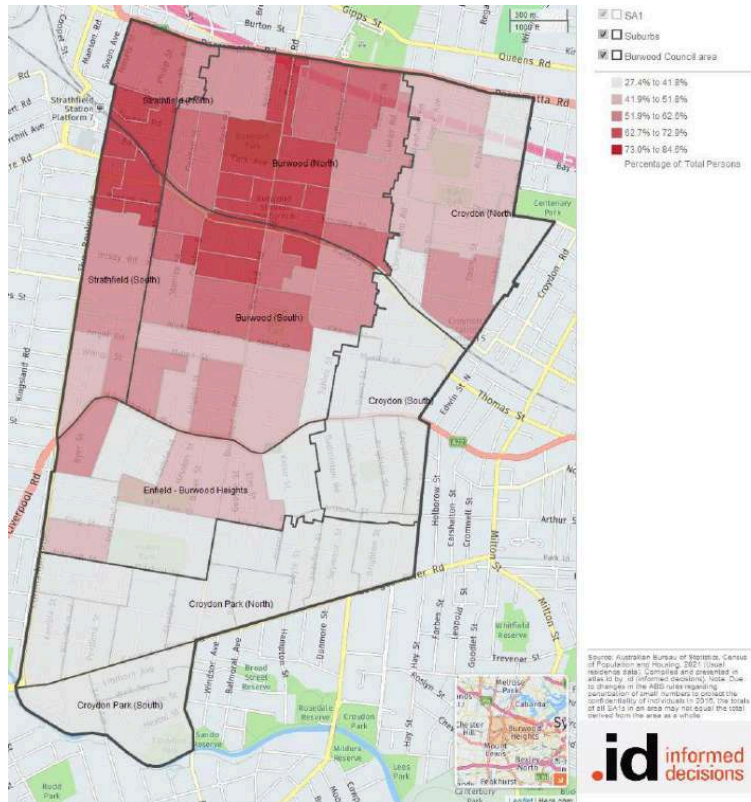
The following maps show visually the distribution of the Burwood LGA population by cultural or language background.

Notes:

- These are all based on 2021 Census data (Usual residence, Persons).
- They include all the currently available Communities of Interest mapped by Social Atlas (atlas.id.com.au/burwood), hence do not show the emerging Nepalese community or other changes from the 2021 Census profile.
- Maps show proportions of the population.

Born Overseas

Figure 6: People **born overseas** (% of population)



People born overseas

Burwood Council area Usual residence	2021			Change 2016 to 2021
	Number	Total population	Percent %	
Burwood	12,616	18,234	69.2	+1,564
Strathfield	3,885	5,422	71.7	+415
Croydon	2,689	6,474	41.5	+59
Croydon Park	2,189	5,961	36.7	+57
Enfield - Burwood Heights	1,839	4,128	44.5	+126
TOTAL LGA	23,221	40,226	57.7	+2,175

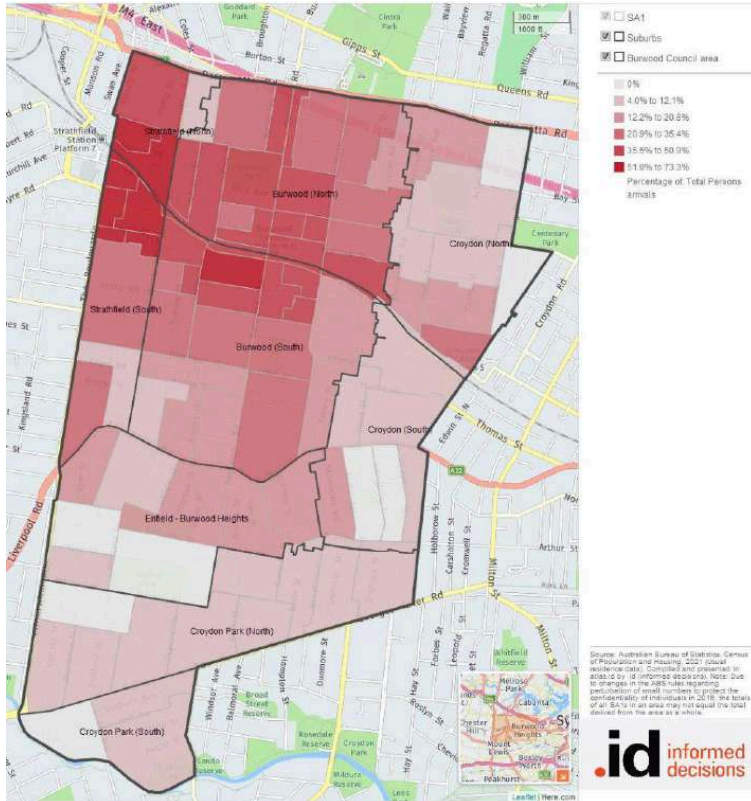
Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

SUMMARY:

- 58% of residents were born overseas (23,221 people).
- This is highest in Strathfield and Burwood where 72% and 69% of the population were born overseas.
- Croydon Park has the lowest overseas-born population (by proportion), although more than 1 in 3 residents (37%) were born overseas.

Recent Arrivals

Figure 7: Overseas arrivals to Australia (2016 - 2021)



Overseas arrivals to Australia between 2016 and 2021

Burwood Council area Usual residence	2021		
	Number	Total population	Percent %
Burwood	4,926	12,616	39.0
Strathfield	2,064	3,885	53.1
Croydon	337	2,689	12.5
Enfield - Burwood Heights	247	1,839	13.4
Croydon Park	128	2,189	5.8
TOTAL LGA	7,704	23,221	33.2

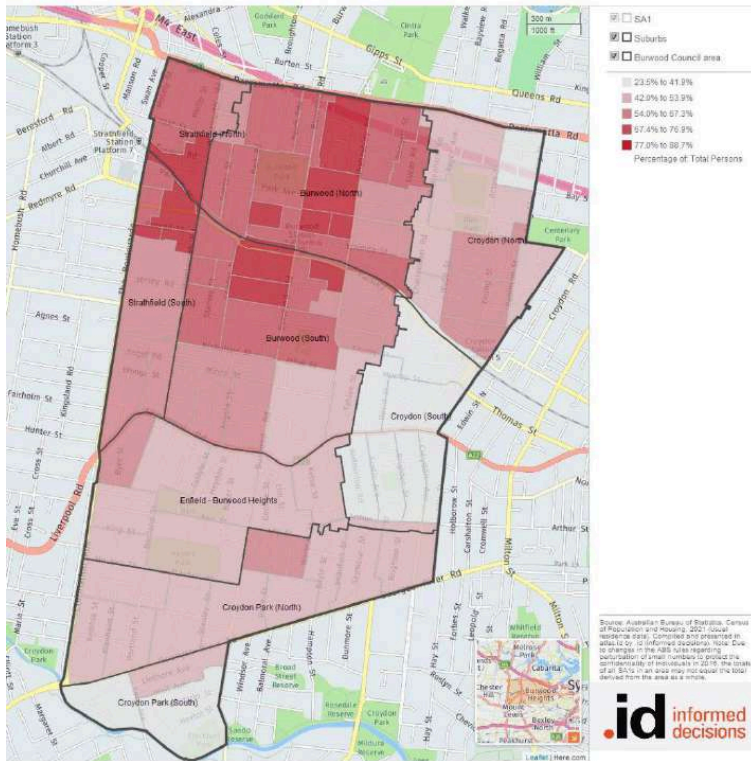
Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

SUMMARY:

- 1 in 3 overseas-born residents living in the Burwood LGA arrived in the last 5 years.
- More than half of Strathfield’s overseas-born population (53%) are new arrivals.
- The majority of new arrivals (64%) live in Burwood (4,926), concentrated around the CBD.

Languages spoken at home

Figure 8: Language other than English, 2021



Language other than English

Burwood Council area Usual residence	2021			Change 2016 to 2021
	Number	Total population	Percent %	
Burwood	13,499	18,224	74.1	+1,574
Strathfield	3,925	5,423	72.4	+337
Croydon	2,971	6,481	45.8	+9
Croydon Park	2,794	5,967	46.8	+13
Enfield - Burwood Heights	2,096	4,125	50.8	-38
TOTAL LGA	25,277	40,217	62.9	+1,880

Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

SUMMARY:

- 63% of Burwood LGA residents speak a language other than English.
- The majority of people who speak another language live in Burwood (13,499 people) and Strathfield (3,925), comprising nearly 3 out of 4 residents.
- Burwood (North) had the highest proportion of people (76%) who speak a language other than English in the LGA.
- Croydon (South) has the lowest proportion of other language speakers, although still comprising 35% of the population.

Low English Proficiency

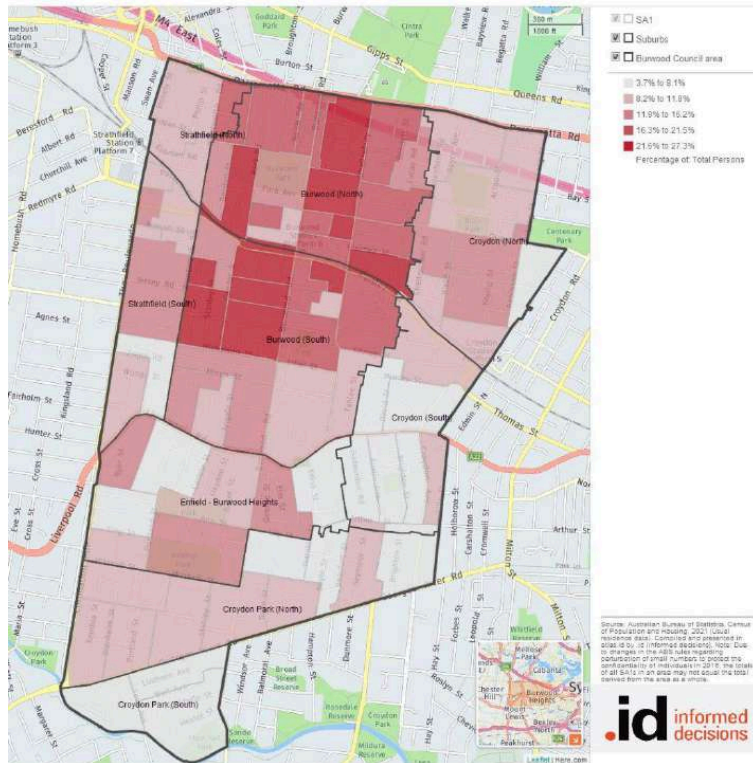


Figure 9: People **not fluent in English**, 2021

People **not** fluent in English

Burwood Council area Usual residence	2021			Change 2016 to 2021
	Number	Total population	Percent %	
Burwood	3,514	18,221	19.3	+564
Croydon	610	6,468	9.4	+2
Strathfield	567	5,423	10.5	-71
Croydon Park	452	5,959	7.6	-25
Enfield - Burwood Heights	415	4,119	10.1	-1
LGA TOTAL	5,569	40,223	13.8	+434

Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

SUMMARY:

- At the 2021 Census, 14% of Burwood residents (or 5,569 people) reported they "speak English not well or not at all", more than double the rate of Greater Sydney (6%).
- This is highest in Burwood (North) where 1 in 5 people have low English proficiency.
- Croydon Park (South) and Croydon (South) have the lowest levels of people not fluent in English at only 6% and 7%.

Chinese community

Figure 10: People speaking Mandarin at home (%), 2021

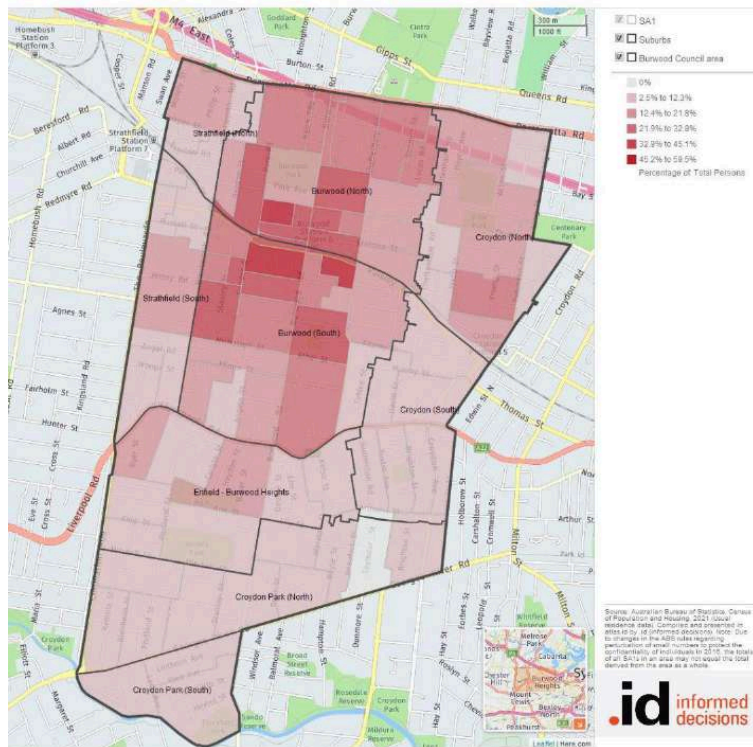
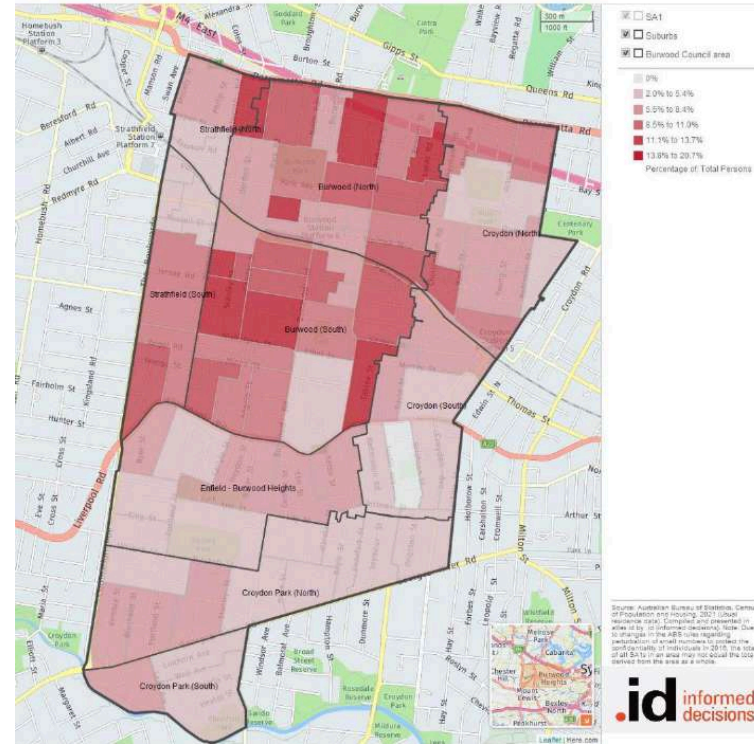


Figure 11: People speaking Cantonese at home (%), 2021



People speaking Mandarin at home, 2021 (Number + %)

Burwood Council area Usual residence	2021			Change
Area	Number	Total population	Percent %	2016 to 2021
Burwood	5,855	18,221	32.1	+398
Croydon	872	6,468	13.5	+136
Strathfield	501	5,423	9.2	+2
Enfield - Burwood Heights	437	4,119	10.6	+22
Croydon Park	345	5,959	5.8	-4
TOTAL LGA	8,009	40,223	19.9	+555

Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

People speaking Cantonese at home, 2021 (Number + %)

Burwood Council area Usual residence	2021			Change
Area	Number	Total population	Percent %	2016 to 2021
Burwood	1,967	18,221	10.8	+82
Croydon	393	6,468	6.1	+28
Strathfield	375	5,423	6.9	-19
Croydon Park	307	5,959	5.2	+20
Enfield - Burwood Heights	244	4,119	5.9	+3
TOTAL LGA	3,282	40,223	8.2	+113

Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

People with Chinese ancestry, 2021 (Number + %)

Burwood Council area Usual residence	2021			Change
Area	Number	Total population	Percent %	2016 to 2021
Burwood	8,801	18,221	48.3	+676
Croydon	1,570	6,468	24.3	+228
Strathfield	1,108	5,423	20.4	+34
Croydon Park	874	5,959	14.7	+87
Enfield - Burwood Heights	831	4,119	20.2	+37
TOTAL LGA	13,191	40,223	32.8	+1,074

Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

MANDARIN SPEAKERS:

- 1 in 5 people (8,009) speak Mandarin at home.
- The majority live in Burwood, representing nearly one third of all residents (5,855).

CANTONESE SPEAKERS:

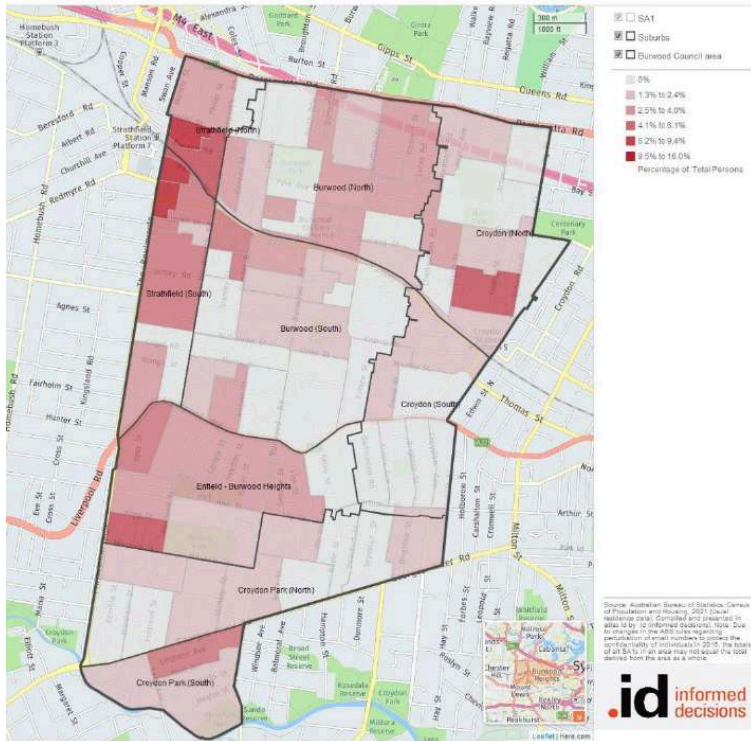
- 3,282 people speak Cantonese at home (8% of total population).
- The majority live in Burwood, representing 1 in 9 residents (1,967).

CHINESE ANCESTRY:

- One third of all residents have Chinese ancestry (13,191).
- The majority live in Burwood, representing nearly 1 in 2 residents (8,801).

Korean community

Figure 12: **People speaking Korean at home, 2021 (%)**



People speaking Korean at home, 2021 (Number + %)

Burwood Council area Usual residence	2021			Change 2016 to 2021
	Number	Total population	Percent %	
Burwood	440	18,221	2.4	-2
Strathfield	348	5,423	6.4	-15
Enfield - Burwood Heights	148	4,119	3.6	-31
Croydon	115	6,468	1.8	-76
Croydon Park	93	5,959	1.6	-160
TOTAL LGA	1,139	40,223	2.8	-284

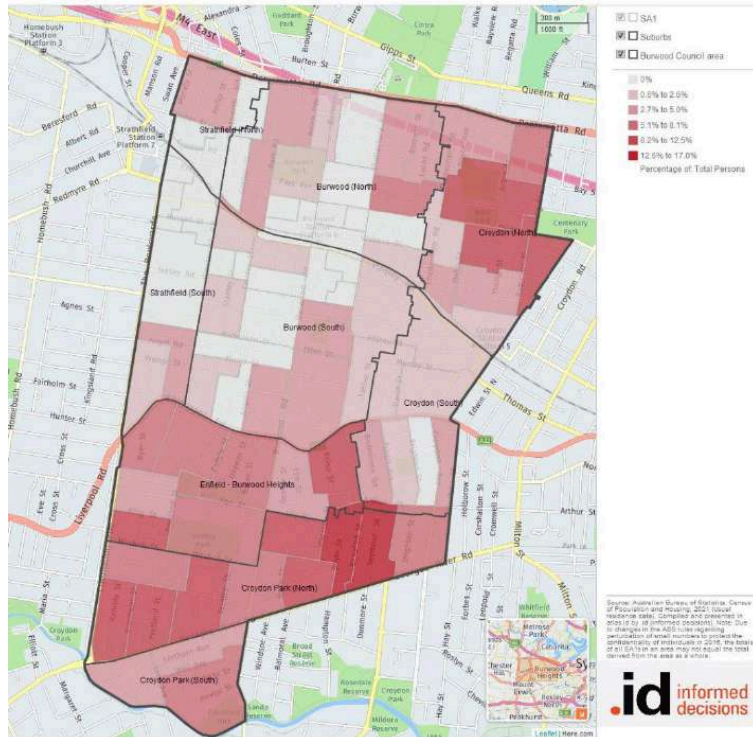
Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

Summary:

- 1,139 people speak Korean at home (3% of total population)
- Strathfield has the highest proportion of Korean speakers (6%).
- Highest number of Korean speakers live in Burwood (440 people).

Arabic-speaking community

Figure 13: People speaking Arabic at home, 2021



People speaking Arabic at home, 2021 (Number + %)

Burwood Council area Usual residence	2021			Change 2016 to 2021
	Number	Total population	Percent %	
Croydon Park	524	5,959	8.8	+79
Croydon	298	6,468	4.6	-24
Burwood	259	18,221	1.4	-5
Enfield - Burwood Heights	256	4,119	6.2	+13
Strathfield	64	5,423	1.2	-15
TOTAL LGA	1,402	40,223	3.5	+51

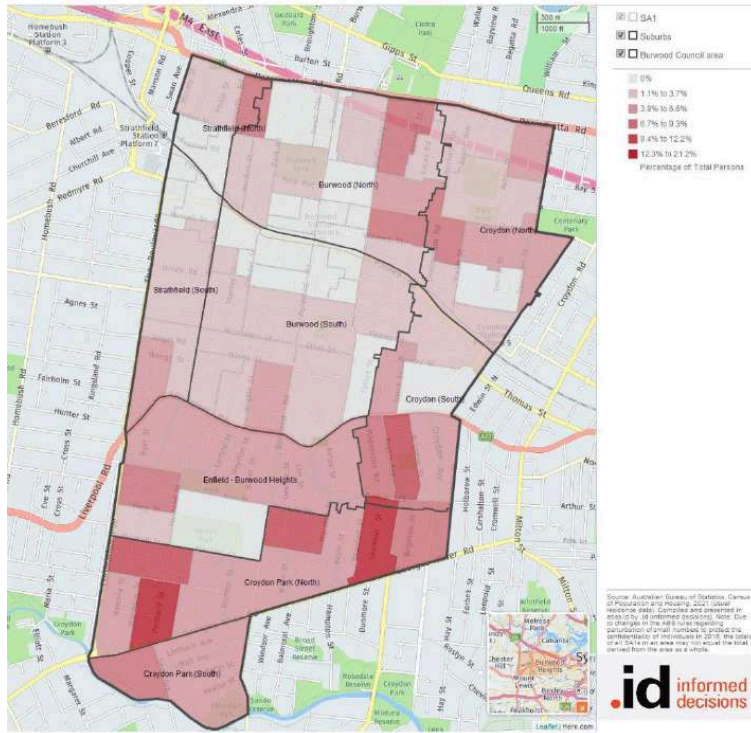
Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

Summary:

- 1,402 people speak Arabic at home (3.5% of total population)
- Croydon Park has the highest number of Arabic speakers (524 people), comprising nearly 9% of the population.

Italian community

Figure 14: People speaking Italian at home, 2021



People speaking Italian at home, 2021 (Number + %)

Burwood Council area Usual residence	2021			Change 2016 to 2021
	Number	Total population	Percent %	
Croydon Park	478	5,959	8.0	-91
Croydon	282	6,468	4.4	-73
Burwood	278	18,221	1.5	-56
Enfield - Burwood Heights	216	4,119	5.2	-53
Strathfield	71	5,423	1.3	-19
TOTAL LGA	1,330	40,223	3.3	-282

Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

Summary:

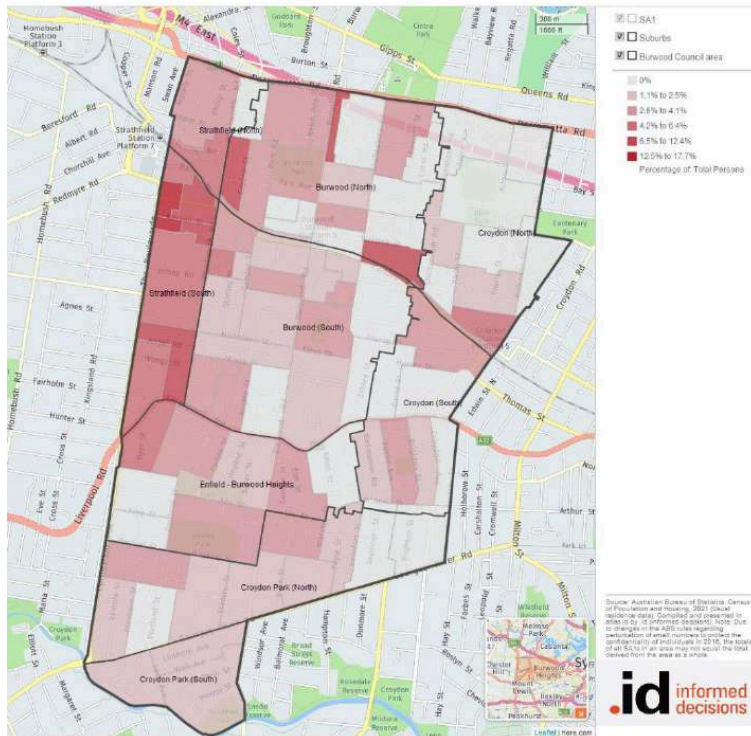
- 1,330 people speak Italian at home (3.3% of total population)
- The majority of Italian community members live in Croydon Park (478 people), comprising 8% of the population

Italian Ancestry:

- 7% of Burwood's population (2,944 people) have Italian ancestry.
- The majority (1,143) of people with Italian ancestry live in Croydon Park - comprising almost 1 in 5 Croydon Park residents (19%).

Indian community

Figure 15: People born in India, 2021



People born in India, 2021 (Number + %)

Burwood Council area Usual residence	2021			Change 2016 to 2021
	Number	Total population	Percent %	
Burwood	514	18,221	2.8	-88
Strathfield	403	5,423	7.4	-294
Enfield - Burwood Heights	133	4,119	3.2	+41
Croydon	100	6,468	1.5	+29
Croydon Park	94	5,959	1.6	+8
TOTAL LGA	1,249	40,223	3.1	-317

Source: Australian Bureau of Statistics, Census of Population and Housing 2016 and 2021. Compiled and presented in atlas.id by .id (informed decisions)

Summary:

- 1,249 residents were born in Indian (3% of total population)
- The majority of Indian community members live in Burwood and Strathfield (514 and 403 people)
- Indian residents comprise 7% of Strathfield residents.

Appendix B: Diversity Snapshot by Suburb

[See **'BURWOOD SUBURB PROFILES: Our Unique Places, People and Diversity'** which provides a snapshot of each of Burwood's six suburbs in terms of its demographic profile, particularly diversity stats and the spaces and places, community services, faith communities and businesses where CALD communities gather or connect.]

BURWOOD SUBURB PROFILES: Our Unique Places, People and Diversity

These suburb profiles provide a snapshot of the demographic characteristics and diversity of our people as well as the unique spaces, places and community infrastructure that makes up the Burwood Council area.

Burwood:

3 out of 4 residents speak a language other than English.
44 languages spoken.
Largest overseas-born population, 40% who arrived in the last 5 years.
82% of people had both parents born overseas.
Largest Chinese speaking population:

- 1 in 3 residents in Burwood were born in China
- 1 in 2 residents have Chinese ancestry
- 1 in 3 people speak Mandarin
- 1 in 10 speak Cantonese

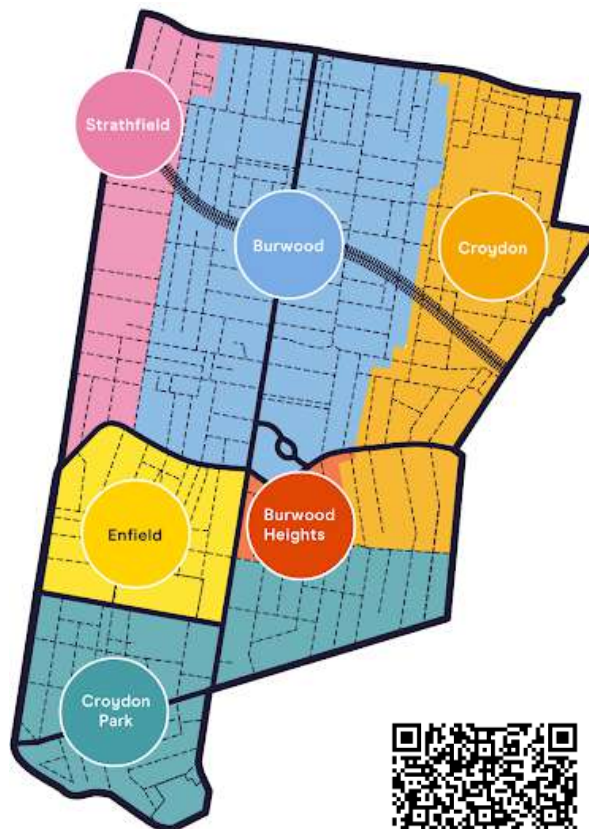
Largest Korean, Indian, Vietnamese, Indonesian, Filipino, Thai and Eastern European populations.
1 in 5 people have low/no English proficiency.
Highest levels of socio-economic disadvantage.
1 in 2 people have a religious affiliation.
Largest number of Buddhist followers.
Transient and large young workforce

Strathfield

2nd most culturally and linguistically diverse area.
1 in 4 people have Nepalese ancestry
1 in 5 people have Chinese ancestry
Largest proportion of people born in India and Korea.
Highly transient area with high level of new arrivals.
Highest proportion of 18 to 24 year olds (24%).
Lowest median age: 29 years
Highest:

- renting population (63%)
- university attendance (16%)
- university qualifications (41%)
- unemployment rates (9%)

Largest faith affiliation: Hindu (nearly 1 in 3 people)



Enfield-Burwood Heights

1 in 2 people speak a language other than English. Higher proportion of people 60+, children (under 18), especially primary school age.

Croydon

Highest median age: 43 years
Lowest number of households renting (18%)
Highest proportion of English-only speakers.
57 ancestries - main LOTE: Chinese, Italian, Lebanese, Greek.

Croydon Park

Largest Arabic, Italian and Greek speaking population.
1 in 5 residents have Italian ancestry
Lowest:

- renting population (18%)
- overseas-born population (37%)

Highest:

- trade qualifications (15%)
- level of Socio-Economic Advantage.

61 ancestries - main LOTE: Italian, Chinese, Lebanese, Greek.
Christianity largest faith affiliation (63%), 1 in 3 people Roman Catholic.

An interactive map is available online at: <https://bit.ly/3EXblGe> showing the social infrastructure.

The Burwood Local Government area is situated on the traditional land of the Wangal people of the Eora nation.

Suburb: Burwood

Our Unique Places

Burwood is a thriving business and retail centre, with the Town Centre home to almost half (45%) of our population alone. It is:

- The main administration centre for the region with many community and government services based in the Town Centre.
- The main transport hub for the LGA, with a future Metro rail station planned for Burwood North.
- A growing, Strategic Centre and urban activation precinct.

Burwood has:

- High density living, especially around the Town Centre.
- Low provision of public open space (4.8m² of open space per person), with green spaces like Burwood Park heavily used.
- Rapid growth projected, particularly around Burwood Town Centre and Burwood North (11,400 new people in next 20 years).
- A high street, Burwood Road, and four large retail precincts (ChinaTown, Westfield, Emerald Square, and Burwood Plaza) offering a diverse range of large and small-scale retail stores, with a high proportion of Asian businesses

What the community loves about places in Burwood:

"Woodstock Park - my local park growing up, still go to The Woodstock markets whenever they're on and the park every Monday for the Playvan."

"I love Burwood Library! It always offers activities for kids and families and I never have issues finding a spot to study."

"Burwood Westfield - a place to be entertained and to frequently shop."

"Thank God for Burwood Park... It's the pocket of nature amongst the hustle and bustle of urban living."

"It's a popular place to shop, no toll charge, easy transport, better education ... it's a popular place for business to come together."

"The parks are very important to us since we live in an apartment and the services available for children, especially mobile playvan and the library."

"The area is becoming more and more popular especially for Asian and Chinese business migrants because of its logistic and transport connections and recognition as a strong business hub."

Population: 18,825* (46% of total LGA population)

ABS Estimated Resident Population 2022*

Our Vibrant Community

Burwood is establishing itself as a food and cultural destination, drawing on the strengths of the area's diversity with unique offerings like Burwood ChinaTown and numerous restaurants with cuisine from all over the world.

It is also a central and accessible place to meet and hold events, especially by small and emerging communities. It has:

- Many different places of worship and a high concentration of churches.
- An active community sector, with many volunteer-run, community and cultural groups providing social, cultural and recreational support to members of our diverse community.

Key Festivals:

Burwood Festival, Lunar New Year, Greek Street Fair, Nepali Festival Sydney

Significant Places:

Burwood Park, Burwood Road, Burwood China Town, Westfield, Woodstock Park and Community Centre, Burwood Heritage Trail.

What the community loves about Burwood's vibrant community:

"Burwood Road hub and shops - I use Westfield for retail and grocery shopping, but also love the experience of walking along and dining at restaurants along Burwood Road."

"Burwood is a destination that attracts people from out of the area as well as the local community. This includes business precincts and restaurants which act as a community hub where lots of meetings take place."

"Burwood China Town is fantastic and attracts people from all over Sydney."

"The most significant places are my church, the transport, and the general food area."

"Burwood Chinese quarter."

Our Diverse Community

DIVERSITY PROFILE:

The suburb of Burwood is the most culturally and linguistically diverse area within the Burwood Council area. It also has the largest Chinese speaking population with nearly 1 in 2 residents having Chinese ancestry.

Language	3 in every 4 people (74%) speak a language other than English spoken at home 43 different languages (other than English) spoken Top 5: Mandarin (32% or 5,855 people) Cantonese (11% or 1,967 people) Nepali (8% or 1,436 people) Vietnamese (3% or 524 people) Korean (2% or 440 people)
English proficiency	English only: 20% (3,602 people) High proficiency: 55% (10,019 people) speak another language + English well/very well Low proficiency: 19% (3,514 people) do not speak English well/not at all
Born overseas	69% of Burwood residents from 52+ countries 39% (4,926) of whom are recent arrivals (<5 years)
Countries of birth (Top 5)	China (33%) - 1 in 3 people Nepal (8%) Vietnam (3%) Malaysia (3%) Hong Kong (3%)
Ancestry	72 different ancestries - top 5 (representing 74%) Chinese (8,801 people or 48.3%) English (1,567 people or 8.6%) Nepalese (1,437 people or 7.9%) Australian (999 people or 5.5%) Vietnamese (601 people or 3.3%)
Emerging groups	Nepalese, Malaysian, Vietnamese

AGE PROFILE:

Higher density dwellings around the town centre have contributed to a significant increase in residents (4,248) of workforce age (25–34 years) and tertiary education age (18–24 years) between the years of 2006 and 2016

Median age	32 years
Compared to Burwood LGA	Burwood has a: - Larger 'Young workforce' (25-34 year olds) - 28% of population - Lower proportion of children (under 18) and persons aged 60 or older.

RELIGIOUS PROFILE:

Affiliation	25% Christian, 23% Non-Christian, 44% No Religion.
Top 3	#1 Catholic (12%), #2 Buddhist (11%), #3 Hindu (10%).

Local Social Infrastructure

COMMUNITIES OF PLACE

- 4 x Retail Precincts: Westfield, China Town, Emerald Square, Burwood Plaza
- Burwood Library and Community Hub
- 6 x Community Venues (Council)
- 7 Parks: Burwood Park, Woodstock Park, 5 other parks/reserves
- 3 x Schools: Burwood Public, MLC, Southern Cross Catholic College
- 1 x TAFE College and 6 x international vocational and English colleges
- 3 x Clubs: Burwood RSL, Club Burwood, Coronation Club (Coro 88)
- 14 x places of worship

COMMUNITY AND CULTURAL SERVICES

- 6 x government agencies
- 4 x NFP funded organisations
- 11 x early learning and care services/children and family services
- 7 x community services and faith-based organisations
- 5 x cultural/community groups (volunteer)
- Community radio 2RDJ (FM 88.1) @ Woodstock Community Centre

COMMUNITIES OF INTEREST OR IDENTITY (e.g.)

- Arts and Cultural programs e.g. Chinese Painting/Calligraphy/Dancing/Drumming, Korean Choir, Community Language schools (2 x Chinese, 1 x Greek).
- Community programs e.g. Yoga, Tai Chi, Conversation classes, Seniors Groups (Korean, Greek, Chinese), Mobile playvan @ Burwood + Woodstock Park.

Suburb: Strathfield

Our Unique Places

The suburb of Strathfield is shared between Burwood and Strathfield Councils - with the Strathfield Town Centre divided along The Boulevarde, the main retail spine. The east side of the Boulevarde comprises Burwood LGA, the west Strathfield Council area.

Strathfield is a high density area, especially around the Town Centre. The suburb has the smallest quantum of open space - 2,325m2 - less than 0.5m2 per person of open space.

Our Vibrant Community

Strathfield is well known for its strong Korean food culture with many Korean food and hospitality businesses.

Significant Places:

Burwood Park, Burwood Road, Burwood China Town, Westfield, Woodstock Park and Community Centre, Burwood Heritage Trail.

What the community loves about Strathfield's vibrant community:

"Strathfield Plaza and the places around it: just good dining"

"Great Korean cuisine"

Our Diverse Community

DIVERSITY PROFILE:

Strathfield is the second most culturally and linguistically diverse area within the Burwood LGA. Nearly 3 in 4 people speak a language other than English.

1 in 4 people have Nepalese ancestry and 1 in 5 people have Chinese ancestry.

Strathfield has a higher proportion of people, born in Nepal, India and South Korea.

Strathfield is a highly transient area with the highest renting population (63%).

Population: 5,451* (13% of total LGA population)

ABS Estimated Resident Population 2022*

Language	Nearly 3 in every 4 people (73%) speak a language other than English spoken at home 27 different languages (other than English) spoken Top 5: Nepali (26%) - 1 in 4 people Mandarin (9%) Cantonese (7%) Korean (6%) Vietnamese (3%)
English proficiency	English only: 22% (1,188 people) High proficiency: 62% (3,370 people) speak another language + English well/very well Low proficiency: 11% (567 people) do not speak English well/not at all
Born overseas	72% of Strathfield residents from 28 countries, 53% (3,885) of whom are recent arrivals (<5 years)
Countries of birth (Top 5)	Nepal (28% or 1,495 people) China (9% or 473 people) Indian (7% or 403 people) South Korea (6% or 324 people) Vietnam (3% or 174 people)
Ancestry	44 different ancestries - top 5 (representing 69%) Nepalese (1,428 people or 26.3%) Chinese (1,108 people or 20.4%) English (415 people or 7.7%) Indian (407 people or 7.5%) Korean (369 people or 6.8%)
Emerging groups	#1 Nepali, #2 Vietnamese, #3 Malaysian

AGE PROFILE:

Strathfield has a young and highly educated population, with the highest levels of university attendance (16%) and university qualifications (41%).

Median age	29 years
Compared to Burwood LGA	Strathfield (North) has the highest proportion of people in the 18 to 24 years age group in the Burwood Council area.

RELIGIOUS PROFILE:

Nearly 1 in 3 people are Hindu, 1 in 4 people are Christian, 1 in 4 people have no religion.

Affiliation	25% Christian, 43% Non-Christian, 26% No Religion.
Top 4	#1 Hindu (31%), #2 Catholic (13%), #3 Buddhist (9%), #4 Islam (2%).

Local Social Infrastructure

COMMUNITIES OF PLACE

- Retail and hospitality precinct (east side of The Boulevard, Bells Lane)
- 3 small parks - Russell Street Reserve, Everton Pocket Park, Willee Street Playground
- 1 x School: Santa Sabina College
- 2 x Places of worship: Sydney Nepalese Fellowship Church, Sydney Somyung Church (Korean).
- 1 x Club: Strathfield Recreation Club

COMMUNITY AND CULTURAL SERVICES

- TAFE NSW (Digital)
- The Sydney Latvian Society (Sydney Latvian House)
- Asian Australian Women Association Inc (AAWA)
- The Russian Club (in Strathfield LGA)

COMMUNITIES OF INTEREST OR IDENTITY (e.g.) Tai Chi, Korean hospitality businesses.

Suburb Profile: Croydon

Our Unique Places

Croydon is a unique village centre in the north-east of the Burwood LGA. The suburb is split between Burwood and Inner West Councils and bounded by Parramatta Road in the north.

The high street, The Strand, has a strong heritage character and is now heritage-listed in its entirety. The shopping village contains a variety of local retailers, hospitality premises and fresh food and grocery stores. The shopping village is located in close proximity to Croydon Train Station, a heritage-listed railway station, which is also shared with Inner West Council.

Paisley Road acts as the main pedestrian and road link between Burwood and Croydon Town Centres and provides long day commuter parking.

Croydon is a low-density residential area, with 79% of dwellings low or medium density. The suburb comprises heritage homes and tree-lined streetscapes, including distinctive native cabbage palm trees which run in the centre traffic island of the Town Centre.

The area known as Malvern Hill, was the site of the first farm established by the earliest recorded settler in Burwood (Sarah Nelson) in the late 1970s.

Key places of significance include:

- Wangal Park, a former brick pit, converted into a 4.2 hectare green space in Croydon, featuring three wetlands with surrounding boardwalks, an observation deck with educational signage and public artwork reflecting the traditional custodians, the Wangal Clan of the Eora Nation. It is one of the largest open spaces in the Inner West.

Population: 6,439* (16% of total LGA population)

ABS Estimated Resident Population 2022*

What the community loves about Croydon's unique places:

"The Strand in Croydon. This is my local shops - we frequent various restaurants, cafes and shops here."

"Ease of parking to facilities in Croydon shops"

"In Croydon, there are lots of small parks with great playgrounds."

Our Vibrant Community

Croydon was a favoured destination of post-World War II immigrants, including from south and eastern European communities. A Russian Orthodox (All Saints of Russia) church was established in Croydon in the 1950s. This is also reflected in other local places of worship, such as Maronite Catholic and Syrian Orthodox churches.

Celebrations: e.g. Maronite Easter procession, Holi 'festival of colours' (Hindu).

Local businesses reflecting the cultural diversity of the area include a Scottish Accessories Shop and Indian Spice and Grocery Store.

Croydon has a lower number of people renting (27%). The suburb also has one of the lowest levels of socio-economic disadvantage.

What the community loves about Croydon's vibrant community:

"I grew up in Croydon and my family home is in Croydon. We frequent the area most days."

"The Strand, Croydon Dog Park, lovely spaces to socialise."

"Wangal Park is very close to my home and I take my 18 month old son there to use the playground, go for a walk, experience nature and watch the birds in the pond/lake."

Our Diverse Community

DIVERSITY PROFILE:

Croydon has the highest proportion of English-only speakers. Almost half of Croydon's population speak English only (49%). The three largest ancestries in Croydon in 2021 were Chinese, English and Australian. Croydon is also home to a number of other established communities - Lebanese, Italian, Greek, Vietnamese as well as Eastern European.

Language	46% (2,971 people) speak a non-English language (either exclusively, or in addition to English). 28 different languages (other than English) spoken. Top 5: 1. China (12%) 2. Italy (3%) 3. Lebanon (2%) 4. Vietnam (2%) 5. United Kingdom (2%)
English proficiency	English only: 49% (3,160 people) High proficiency: 37% (2,376 people) speak another language + English well/very well Low proficiency: 9% (610 people) do not speak English well/not at all
Born overseas	42% of Burwood residents from 37 countries, 13% of whom (or 337 people) are recent arrivals (<5 years)
Countries of birth (Top 5)	1. China (12% or 782 people) 2. Italy (3% or 203 people) 3. Lebanon (2% or 156 people) 4. Vietnam (2% or 146 people) 5. United Kingdom (2% or 124 people)
Emerging groups	#1 India, #2 Philippines, #3 Vietnam, #4 Hong Kong
Ancestry	57 different ancestries - top 5 (representing 75%) 1. Chinese (1,570 people or 24.3%) 2. English (1,089 people or 16.8%) 3. Australian (1,072 people or 16.6%) 4. Italian (589 people or 9.1%) 5. Irish (539 people or 8.3%)

AGE PROFILE:

Croydon is characterised by both a younger and older community.

Croydon has the highest median age across the Burwood LGA, which is highest in Croydon (South).

Median age	43 years, highest in Croydon (South): 47 years.
Compared to Burwood LGA	Croydon has: • higher proportion of children and young people (under 18) - 19% of population • higher proportion of persons aged 60 or older, especially seniors 70+ and frail age.

RELIGIOUS PROFILE:

1 in 2 people are Christian, 1 in 4 are Catholic, 1 in 20 are Buddhist

Affiliation	49% Christian, 9% Non-Christian, 35% No Religion.
Top 4	#1 Catholic (24%), #2 Anglican (6%), #3 Buddhist (5%), #4 Greek Orthodox and Maronite Catholic (4%)

Local Social Infrastructure

COMMUNITIES OF PLACE

- High Street: The Strand (Croydon Town Centre)
- 3 x Parks - Wangal Park, Blair Park, Keith Smith Park
- 4 x Schools: Presbyterian Ladies College, Burwood Girls High, Croydon Public School, Holy Innocents' Catholic Primary
- 8 x Places of worship: Maronite Catholic Church (St Joseph's), Syrian Orthodox Church (St Gabriel), Russian Orthodox (All Saints of Russia), Hindu (Vedanta Hall/Ramakrishna Sarada Vedanta Society of NSW), Tongan Church (Siasi Konisitutone Tau'ataina 'o Tonga), Anglican (St James), Uniting (Malvern Hill), Catholic (Holy Innocents').

COMMUNITY AND CULTURAL SERVICES

- Croydon Early Childhood Health Centre
- 5 x Early education and Care centres
- Mobile playvan @ Wangal Park
- St Anthony's Family Care
- St Joseph's (youth, community centre, counselling service)

Suburb Profile: Enfield-Burwood Heights

Our Unique Places

Enfield-Burwood Heights is a predominantly low-rise residential area with a low population density. 42% of dwellings are separate houses.

The Enfield Local Centre is arrayed along Liverpool Road between The Boulevard and Burwood Road, a distance of over 1km. There are two main sets of shops, one located around The Boulevard, also known as Enfield Village, and one located at the eastern end, between The Parade and Burwood Road. These two areas are joined by high-density residential developments along the Liverpool Road corridor, with further growth projected.

Burwood Heights is a residential suburb and has no shops, schools, parks or any public buildings.

Enfield has 60% of the local sports fields, a 13 hectare regional sport and recreational precinct and the LGA's only pool. As a result, Enfield-Burwood Heights has the highest quantum of open space for recreation with 35 m² per person.

Established as a small village in the mid-1840s, the surrounding area supported vegetable gardening and a timber industry. St Thomas' Anglican Church (built in 1848) is the oldest surviving building in the suburb. In 1853, a post office was built. This was the first recorded use of the name Enfield for the area.

Key places of significance include:

- Enfield Aquatic Centre (Enfield Olympic Swimming Pool) - opened in 1933 it is the oldest freshwater swimming pool in Sydney.
- Henley Park (Enfield) is a major regional sporting/recreational precinct. Combined with the adjoining Grant Park it is the largest recreation area in the Burwood LGA (13ha). Facilities include sports fields, multipurpose courts, cricket nets, 1.5km walking track, obstacle course, two playgrounds including an all-abilities playground and flying fox, outdoor exercise equipment, picnic facilities and amenities.

Population: 4,155* (10% of total LGA population)

ABS Estimated Resident Population 2022*

What the community loves about the area's unique places:

"Historic"

"Everything is close."

"I like having a swimming pool nearby"

"Diverse business offerings"

Henley Park was ranked as the 2nd highest favourite public space in the LGA, with 36% of respondents identifying the Park and an additional 20% the Enfield Aquatic Centre due to the green and open spaces and community facilities provided. (*Burwood LSPS engagement, 2019*)

Our Vibrant Community

What the community loves about Enfield's vibrant community¹⁹:

"Friendly and neighbourly atmosphere"

"Community"

"Nice business owners"

"Long term connection to the area"

¹⁹Community engagement findings from Community Engagement Strategy (2022), High Street Engagement Liverpool Road (2021), Enfield Village Revitalisation Project (2021), Burwood LSPS (2019)

Our Diverse Community

DIVERSITY PROFILE:

1 in 2 people living in Enfield-Burwood Heights speak a language other than English. The three largest ancestries in Enfield-Burwood Heights in 2021 were Chinese, Australian and Italian.

Enfield-Burwood Heights has a higher proportion of Arabic speakers.

Language	1 in 2 people (51%) speak a non-English language (either exclusively, or in addition to English). 25 different languages (other than English). Top 5: 1. Mandarin (11%) 2. Arabic (6%) 3. Cantonese (6%) 4. Italian (5%) 5. Greek (4%)
English proficiency	English only: 43% (1,759 people) High proficiency: 41% (1,681 people) speak another language + English well/very well Low proficiency: 1 in 10 people (415 people) do not speak English well/not at all
Born overseas	45% of Enfield-Burwood Heights residents from 29 countries 13% of whom (or 1,839 people) are recent arrivals (<5 years)
Countries of birth (Top 5)	1. China (10% or 417 people) 2. Italy (3% or 141 people) 3. India (3% or 133 people) 4. South Korea (3% or 107 people) 5. Lebanon (3% or 103 people)
Emerging groups	#1 India, #2 Philippines, #3 Vietnam
Ancestry	51 different ancestries - top 5 (representing 65%) 1. Chinese (831 people or 20.2%) 2. Australian (539 people or 13.1%) 3. Italian (503 people or 12.2%) 4. English (477 people or 11.6%) 5. Lebanese (310 people or 7.5%)

AGE PROFILE:

Enfield/Burwood Heights is characterised by both an older and a younger population.

Median age	43 years, highest in Croydon (South): 47 years.
Compared to Burwood LGA	Burwood LGA, Enfield/Burwood Heights has: • a higher proportion of people 60+, and • a higher proportion of children (under 18), especially primary age.

RELIGIOUS PROFILE:

More than half the population have an affiliation with Christianity and 1 in 4 have no religion.

Affiliation	56% Christian, 12% Non-Christian, 25% No Religion.
Top 3	#1 Roman Catholic (30%), #2 Greek Orthodox (6%), #3 Hindu (5%)

Local Social Infrastructure

COMMUNITIES OF PLACE

- High Street: Enfield Village and Liverpool Road shops
- 3 x Parks - Henley Park, Grant Park, Cooinoo Reserve
- 1 x Swimming Pool (Enfield Aquatic Centre)
- 2 x Schools: Enfield Public, St Joseph's Catholic Primary
- 4 x Places of worship: e.g. St Thomas Anglican Church, St Joseph's Church, C3 Burwood, The Potter's House Christian Church

COMMUNITY AND CULTURAL SERVICES

- 3 x Early education and Care centres
- Mobile playvan @ Henley Park

COMMUNITIES OF INTEREST (e.g.)

- Enfield Action Group
- Enfield Parents and Citizens' Association
- Sport clubs and groups e.g. Enfield Swim Club, Enfield Rovers Soccer Club, Canterbury Touch Football/Soccer Football and Cricket Associations, Local schools, casual hirers/users, Burwood Walkers Group.

Suburb Profile: Croydon Park

Our Unique Places

Croydon Park is a low-rise residential area with a low population density.

The suburb of Croydon Park is split across three Council areas - Burwood, Inner West and City of Canterbury Bankstown.

Croydon Park doesn't have a town centre but has a commercial strip along Georges River Road, a local arterial that runs through the centre of the suburb.

Croydon Park has a high number of parks, reserves and green space as well as a local school and places of worship which bring the community together.

Places of significance: Flockhart Park - a large park and sports field which forms part of the Cooks River bicycle and pedestrian path connecting open space facilities and parklands along the Cooks River foreshore from Botany Bay to Homebush Bay.

Our Vibrant Community

Croydon Park is an older, established community. It has the highest proportion of homeowners (41%) and the lowest renting population (18%).

Although it has the lowest overseas-born population, nearly 1 in 5 residents are of Italian ancestry. Croydon Park also has the largest Arabic and Greek speaking populations.

The three largest ancestries in Croydon in 2021 were Italian, Australian and Chinese. Croydon is also home to a number of established communities including Lebanese, Vietnamese, Greek and Filipino. The area's diversity is reflected with a number of local Italian and Lebanese eateries along Georges River Road.

Croydon Park has the largest Christian faith affiliation (63%). 1 in 3 people are Roman Catholic.

Croydon Park is the highest level of socio-economic advantage, with 1 in 3 households high income households (earning more than \$3,000 per week).

Population: 5,971* (15% of total LGA population)

ABS Estimated Resident Population 2022*

Our Diverse Community

DIVERSITY PROFILE:

Language	47% (2,794 people) speak a non-English language (either exclusively, or in addition to English). 32 different languages (other than English) spoken. Top 5: #1 Arabic (9%) #2 Italian (8%) #3 Mandarin (6%) #4 Cantonese (5%) #5 Greek (4%)
English proficiency	English only: 49% (2,933 people) High proficiency: 39% (2,933 people) speak another language + English well/very well Low proficiency: 8% (452 people) do not speak English well/not at all
Born overseas	37% of Croydon Park residents from 40 countries, 6% of whom (or 2,189 people) are recent arrivals (<5 years)
Countries of birth (Top 5)	6. China (16% or 368 people) 7. Italy (5% or 302 people) 8. Lebanon (4% or 217 people) 9. Indian (2% or 94 people) 10. Vietnam (1% or 81 people)
Emerging groups	#1 Philippines, #2 Lebanon, #3 United Kingdom
Ancestry	61 different ancestries - top 5 (representing 73%) 1. Italian (1,143 people or 19.2%) 2. Australian (906 people or 15.2%) 3. Chinese (874 people or 14.7%) 4. English (744 people or 12.5%) 5. Lebanese (661 people or 11.1%)

AGE PROFILE:

Croydon Park has an ageing population as well as a growing youth population.

Median age	41 years
Compared to Burwood LGA	<p>Croydon Park has:</p> <ul style="list-style-type: none"> • higher proportion of children and young people (under 18) - 22% of population • higher proportion of persons aged 60 or older, especially seniors 70+ and frail age (23%).

RELIGIOUS PROFILE:

Nearly 2 in 3 people are Christian, 1 in 3 people are Roman Catholic

Affiliation	63% Christian, 9% Non-Christian, 23% No Religion.
Top 3	#1 Roman Catholic (35%), #2 Maronite Catholic (7%), #3 Greek Orthodox (5%)

Local Social Infrastructure

COMMUNITIES OF PLACE

- Local Centre: Georges River Road Shops
- 1 x School: Croydon Park Public School
- 5 x Places of worship: e.g. Iglesia Ni Cristo (Filipino church), Saint Mary Romanian Orthodox Church, Love of Jesus Christian Ministries, Joy Presbyterian Church, Croydon Park Christian Life Centre
- 8 Parks and Reserves - Flockhart Park and Cooks River Pedestrian and Cycle Pathway + 7 smaller parks/reserves
- 1 x Club: Croydon Park Club

COMMUNITY AND CULTURAL SERVICES

- Inner West Neighbourhood Aid
- 4 x Early education and Care centres

COMMUNITIES OF INTEREST (e.g.)

- Croydon Park Business Chamber, Croydon Park Facebook page
- Sport clubs e.g. Canterbury-Western Suburbs Cricket Association, Last Man Standing Cricket Association, Local schools, Super 6 Soccer and casual hirers

Appendix C: Settlement Roles, Responsibilities and Outcomes

National Settlement Framework

The table below shows the role that local government plays, together with other levels of government and non-government organisations, in supporting the settlement of new community members.

Table 4: Roles and responsibilities of various tiers of government and non-government organisations in settlement, in accordance with the National Settlement Framework²⁰

<p>Australian Government (Commonwealth)</p> <ul style="list-style-type: none"> • Has responsibility for administering the Migration and Humanitarian programs and asylum seeker policy. • Provides key specialised settlement services to eligible migrants and new arrivals during the early years of settlement.²¹ • Provide a range of mainstream services, delivered by Commonwealth agencies, to meet the on-arrival and longer term needs of migrants and new arrivals. • Provides funding to State and Territory Governments for a range of other mainstream services. • Asylum Seeker support services. • Funds some initiatives to address barriers to settlement (such as racism and discrimination). 	<p>NSW Government (State)</p> <ul style="list-style-type: none"> • Provides accessible and equitable mainstream services to the Australian community. • May also fund complementary support services for migrants and new arrivals whom they consider to be a priority to settle, or to encourage settlement in a particular locality. • The type and level of support varies from jurisdiction to jurisdiction, and community to community.
<p>Local Government (Council)</p> <ul style="list-style-type: none"> • Provides information to the other tiers of government regarding the needs and issues for particular community groups. • Provide a range of services and infrastructure to the local community, including, where relevant and depending on financial capacity, specialised services to migrants and new arrivals and initiatives to encourage settlement in a particular locality. 	<p>Non-Government Sector</p> <ul style="list-style-type: none"> • Engages with migrants and new arrivals at a grass roots level and plays a key role in advising all tiers of government on community and client groups, settlement needs and social policy issues. • Contribute to effective planning and delivery of settlement and support services based on considerable experience and knowledge. • Provides a link between mainstream services and the settlement sector, and communities. • A broad range of support and interventions to meet particular needs (eg volunteer run programmes, emergency relief, industry initiatives, community cooperatives, ethnic associations, etc).

²⁰DSS, National Settlement Framework, accessed at:

<https://immi.homeaffairs.gov.au/settlement-services-subsite/files/the-national-settlement-framework.pdf> (Oct 2022)

²¹It should be noted that the focus of many Federal settlement programs are on humanitarian arrivals and some migrants in their first five years of settlement, often for those with low English proficiency.

National Settlement Outcomes Standards²²

The National Settlement Outcomes Framework identifies 10 settlement outcome areas that individuals may need assistance with:



Good principles and practices include:

1. Evidence Based
2. Collaboration
3. Fostering Independence
4. Cultural Competence
5. Intersectionality
6. Strengths Based
7. Person Centred
8. Engagement
9. Continuous Development
10. Advocacy.

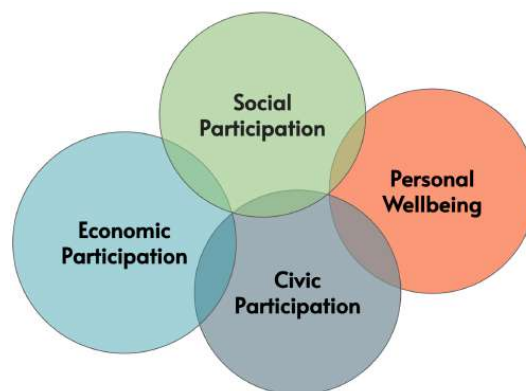
[SCOA, Settlement Sector Quality Framework, 2021]

Whilst many of these areas of responsibility fall within state and federal government responsibilities, the impact and issues are often felt at a local level and Council can often play a support or advocacy role where there are gaps or needs arising.

National Youth Settlement Framework²³

A youth specific settlement framework has also been developed to support and measure good practice in the successful settlement and integration of young people from refugee and migrant backgrounds.

The framework focuses on four key “domains” and indicators to promote active citizenship.



²² Settlement Council of Australia (SCOA), 2021, National Settlement Outcomes Standards, Settlement Sector Quality Framework and Implementing the Settlement Sector Quality Framework: A Best Practice Toolkit: <https://scoa.org.au/best-practice/>

²³ NSW MYAN, 2016., National Youth Settlement Framework: <https://myan.org.au>

Appendix D: Formal and informal support networks

We asked CALD communities **'Who does the community go to for support or information?'**. Here's a sample of what we heard:

Community	Who does the community go to for support or information?
Chinese	<ul style="list-style-type: none"> • Word of mouth - talk to their friends first. • Asian Women at Work Burwood Branch have their own volunteer leaders (e.g. drumming and yoga group) who connect members to services and share information. • Sometimes community is reluctant to use mainstream services because of language barriers or not confident enough to use the language - tend to help each other • People come to CASS for help with filling out forms and accessing services e.g. even settlement services. • Many migrants are not aware of the Australian system e.g. awareness of the school system - CASS has volunteers who speak the language and help them navigate the system. • A number of organisations are organising activities in Burwood Park. • Some Chinese go to the Exodus Foundation in Ashfield.
Korean	<ul style="list-style-type: none"> • Dae Hahn Culture School (volunteer run group) - weekly seniors group - share news of the week, music, dancing, cooking, history and culture - plays a key role in educating the community about government and community services, systems, connecting them and keeping them active. • Don't like to live on welfare - very independent and motivated to be self-supporting. • Some go to welfare organisations (who are funded to run programs) but some people feel patronized and don't like to go. • Not sure that groups like the Korean Welfare Association are well known to the community.
Greek	<ul style="list-style-type: none"> • Very social, mix together and get info from their networks (though sometimes there is misinformation). • Greek Orthodox Community runs a social support group in Ashfield - seniors from Burwood LGA attend. • Sometimes get information from workers but often help themselves and usually solve their issues or get the outcomes by themselves, maybe with help from family or others.
Vietnamese	<ul style="list-style-type: none"> • Community & Cultural Connections support new Vietnamese arrivals in Burwood, families and seniors - e.g seniors group meet every week in Campsie that seniors from Burwood LGA attend. • There are some new arrival services but funded services often don't follow up. • Metro MRC/SSI have a new arrival program - but they don't reach out very well. • In the past they had access to refugee and new arrival programs but now most people come through family/spouse channels and don't have access to settlement support. • Many people don't know about the services available and don't have connection to services - need to establish trust and help to navigate the system.

Community	Who does the community go to for support or information?
Nepalese	<ul style="list-style-type: none"> ● There are lots of Nepalese now living in Sydney who support new arrival community members. ● There are no paid workers, only volunteer-run organisations. ● Non-Resident Nepali Association Australia (NRNA Australia) is an umbrella organisation supporting over 100 community groups/organisations. Local state coordinators will help people when they need it.
Filipino	<ul style="list-style-type: none"> ● Friends/other community members who have settled here ● Catholic Priest and pastors ● There are more than 100 organisations but most are for social activities, not many for community development programs or social work support. ● Alliance of Philippine Community Organisations, Kapit Bhayan Housing Cooperative (multi-religious group)
Uyghur	<ul style="list-style-type: none"> ● Family or friends within the community. ● People prefer to stay within the community for most professional experiences and won't share their issues with outsiders. ● Doctor - if something serious, or wider communities ● The Australian Uyghur Association plays an advocacy role and represents the political interests of the local community. ● A women's group meets monthly in Burwood. ● Men's youth program runs monthly in Mt Pritchard (Note: Uyghur 'Youth' definition is 20 to 30 or even 45 years old.)
International students	<ul style="list-style-type: none"> ● Informal social media networks - very reliant on Facebook groups (e.g. cultural groups), though lots of misinformation ● Word of mouth (great support but dangerous as misinformation common) ● Churches/faith based organisations ● Sometimes their Education Agent who has assisted them from the beginning (some are based overseas so can't assist) ● University and colleges (although smaller providers don't have scope or structures to support students like a university would). There may be concerns from students seeking assistance in case it jeopardises their Confirmation of Enrolment (CoE) if they access these support services

Appendix E: Supporting Data

The following provides data for the Burwood LGA some additional evidence around key issues identified by local services and CALD community representatives.

Gambling Harm

There are currently 652 Electronic Gaming Machines (EGMs or 'pokies') within the Burwood LGA, located within 17 premises (5 clubs with 488 EGMs and 10 hotels with 165 EGMs).

The largest of these are:

- Burwood RSL Club which has 294 EGMs (60% of LGA poker machines) and ranks the 24th most profitable club in Greater Sydney by Gaming Machine Net Profit), and
- Burwood Hotel which has 30 EGMs (ranked 19th most profitable hotel in Greater Sydney by Gaming Machine Net Profit).

In 2021/2022 losses on electronic gaming machines in Burwood/Strathfield LGAs (combined)²⁴ was \$123,296,130. That's more than \$337,000 per day or \$1,428 per capita gaming machine profits (2021/2022).

As seen in Table 5 below, despite their small population sizes, Burwood/Strathfield LGAs rank 7th highest based on hotel gaming machine profit and 14th highest by club gaming machine profit within Greater Sydney Councils. It should be noted that 77% of EGMs and 65% of gaming machine premises are located within the Burwood LGA.

Table 5: Gaming Machine Data for the Burwood/Strathfield LGAs (combined)²⁵

Time period	Net Profit (\$)	Tax	Electronic Gaming Machine numbers	Premises Count	LGA ranking (Greater Sydney)
Hotels: Gaming Machine Bi-Annual Report by Local Government Area (LGA)					
1 Jan 2022 to 30 June 2022	\$53,035,533	\$22,815,465	282	10	#7
1 July 2021 to 31 Dec 2021	\$24,384,301	\$10,362,8830	282	10	#7
Subtotal (FY 2021/2022)	\$77,419,834	\$33,178,348			
Clubs: Gaming Machine Bi-Annual Report by Local Government Area (LGA)					
1 Dec 2021 to 31 May 2022	\$32,991,524	\$7,040,145	563	7	#14
1 June 2021 to 30 Nov 2021	\$12,884,772	\$2,311,279	564	7	#14
Subtotal (2021/2022)	\$45,876,296	\$9,351,424			
TOTAL 2021/2022)	\$123,296,130	\$45,876,296	845	17	

Despite high levels of education and higher socio-economic status than many other high gambling areas, residents living in Burwood and Croydon may experience an increased risk of gambling harm due to:²⁶

²⁴ The Liquor & Gaming NSW website combines Burwood LGA with Strathfield LGA gaming data for all clubs and hotels located in these two LGAs.

²⁵ Liquor and Gaming NSW, Six monthly Gaming Machine Data: accessed via <https://www.liquorandgaming.nsw.gov.au/resources/gaming-machine-data> (23 November 2022)

²⁶ Public Health Association Australia, 2020, PHAA submission on NSW Gaming Machines Amendment (Gambling Harm Minimisation) Bill 2020, www.phaa.net.au/documents/item/5008

- High proportion of culturally and linguistically diverse (CALD) communities: 58% of people in the Burwood LGA were born overseas and 63% of residents speak a language other than English at home. Evidence indicates that people from a CALD background who gamble are at significantly greater risk of developing gambling problems than the general population (Dickens & Thomas, 2016).²⁷ Research indicates that problem gambling rates among people from CALD communities were estimated to be much higher (two to eight times) than the general population although they gambled less²⁸. This may point to some culturally specific factors such as beliefs about luck and chance, migrant stressors, particularly acute fear of shaming families.²⁹ Anecdotal evidence observed the gambling base in Burwood as more heavily Asian-based particularly Chinese and Korean backgrounds.
- Level of electronic gaming machine (EMG) expenditure: Every day, \$337,000 is lost in Burwood - Strathfield through poker machines. In 2021/22, this involved a loss of \$123m per annum or \$1,428 per capita based on combined gaming machine profits for clubs and hotels.
- Number and density of poker machines: Burwood LGA has a total of 652 poker machines within 17 premises (Liquor & Gaming Data, 2022), with Burwood - Croydon classified as a Band 2 (medium risk) area³⁰. Across the southern border of the LGA, Canterbury (South) - Campsie and Belmore - Belfield are classified as Band 3 (high risk) areas.³¹

According to the Problem Gambling Severity Index (PGSI), 7.2% of people who gamble in NSW are considered to be a moderate-risk or problem gambler. (No data was available at the Burwood LGA level).

Social inclusion & racism

According to Inclusive Australia, one in five Australians experience major discrimination based on their religion, origin, age, gender identity, sexual orientation or ability.³²

Whilst there is no data available at a local level for Burwood, anecdotal evidence indicates an increase in incidents occurring during the pandemic, including verbal abuse and false rumours being circulated about the Chinese speaking community and links to COVID-19.

Results from the Scanlon Foundation's 2022 national social cohesion survey (which provides an annual measure of public opinion on social cohesion)³³ show that discrimination remains a common experience in 2022, particularly for people from culturally diverse backgrounds. It also shows that social cohesion increased during the pandemic but is now declining.

Findings across Australia show:

- People continue to experience discrimination based on their skin colour, ethnic origin, or religion, with 16% reporting experience of discrimination – a figure consistent with previous years. However, more than one in three people (35%) who speak a language other than English reported discrimination in 2022.
- In 2021, a relatively high rate of discrimination was reported by Asian Australians on the basis of 'skin colour, ethnic origin or religion' - 40% of respondents born in an Asian country, compared to 12% of overseas-born in an English speaking country and 11% Australia-born.
- However, the proportion of people with positive feelings towards immigrants from China increased from 52% in July 2020 to 61% in 2022.
- Prejudiced attitudes towards particular groups, including Muslim Australians and non-European migrants, are widely held. But awareness about the issue of racism is on the rise, especially among

²⁷Blaszczynski, A., Huynh, S., Dumlao, V.J. and Farrell, E., 1998. Problem gambling within a Chinese speaking community. *Journal of Gambling Studies*, 14(4), pp.359-380; Victorian Casino and Gaming Authority, 2000. 'The impact of gaming on specific cultural groups' report. Melbourne: Cultural Partners Australia Consortium - cited in Nguyen, Thi and McGhie, N (2020). Enhancing gambling harm screening and referrals to gambling support services in general practice and community service settings in Fairfield LGA a pilot study, South Western Sydney Primary Health Network

²⁸Ibid

²⁹Dickins, M. and Thomas, A.C., 2016 - cited in Nguyen, Thi and McGhie, N (2020). Enhancing gambling harm screening and referrals to gambling support services in general practice and community service settings in Fairfield LGA a pilot study, South Western Sydney Primary Health Network

³⁰Liquor and Gaming NSW, Find my Local Impact Assessment (LIA) Banding - data as at 2nd March 2022:

<https://digital.liquorandgaming.nsw.gov.au/FindmyLIABand/>

³¹In 2018, new legislation imposed a cap on the number of new gaming machines permitted in the LGA (Gaming Machines Amendment, 2018). The Local Impact Assessment (LIA) scheme classifies all (SA2) areas within NSW based on the risk of introducing additional gaming machines into that area - depending on the gaming machine density, gaming machine expenditure and the area's relative socio-economic disadvantage.

See <https://www.liquorandgaming.nsw.gov.au/documents/fs/fs3138-local-impact-assessment-scheme-overview.pdf>.

³²Inclusive Australia, The Inclusive Australia Social Inclusion Index

³³Scanlon Foundation Research Institute (2022 and 2021) Mapping Social Cohesion Report:

<https://scanloninstitute.org.au/research/mapping-social-cohesion>

Australia-born respondents. During COVID pandemic period, 40% of respondents thought racism was a problem in Australia but this rose to 61% in 2022.

- A strong level of **endorsement of multiculturalism:**
 - 88% agree that 'multiculturalism has been good for Australia' (in 2022, an increase from 77% in 2018), and
 - 87% agree that 'immigrants improve Australian society by bringing new ideas and cultures' (an increase from 82% in July 2020).
- 94% of respondents agreed that 'someone who was born outside of Australia is just as likely to be a good citizen as someone born in Australia.'
- Whilst the majority agree that Australians should 'do more to learn about the customs and heritage of different ethnic minorities and cultural groups, (69%) there was less support for cultural maintenance of customs and traditions (2018, Australian Cohesion Index).

Appendix F: Communities of interest

We asked **'What are the common interests, activities or issues that bring people together?'**
Here's a sample of what we heard:

Chinese	<i>Cultural activities, events and family fun days e.g. Moon Festival - bring the whole family together (all ages)</i>
Asian women	<i>Most popular activities are traditional dancing and English class, as well as computer class and cooking class. Cultural events and celebrations - groups have a passion to perform.</i>
Korean	<i>Singing, dancing, lectures, culture, food, celebrations, learning English, board game activities e.g baduk - having a competition next year - played between women and men and old and young - invite newcomers. "Most of our children are professionals (only lawyers and doctors are working for Korean community) - some live in Burwood" "Young generation in Burwood are temporary residents - students and working holiday makers, renting here and working in the restaurants - we are not well connected to them."</i>
Nepalese	<i>Events bring people together</i>
Filipino	<i>Religious activities - we are a very religious community Cultural events/Fiesta e.g. celebration of the Philippines Independence Day (12 June) which unifies people Dancing groups Elderly groups</i>
Thai	<i>Cultural events such as Thai Family Day/New Year Festival (Songkran) (13 - 15 April, start of the Buddhist New Year), Thailand Grand Festival organised by the Thai consulate (May) and Thai Water Festival ('Loy Krathong') in November. Most things are held in City or St George/Sutherland</i>
Faith communities	<i>Religious events e.g. Christmas Festival at Burwood Park with rides, food cultural, social - open to all Feast of St Joseph of festivities held in church Easter procession in street and passion reenactment</i>
Uyghur	<i>"Most of the activities are very gender based - some interest women, some interest men. E.g. soccer comps for men, women's swimming classes, sewing courses, and cultural events are for everyone (men and women) - many dress in traditional clothes. Elderly ladies want to learn the English language" "The restaurant in Burwood is a community hub for the community - it brings people from across Sydney from the Uyghur community for regular monthly or weekly gatherings and lots of different cultural gatherings between different families, men and women"</i>
International students	<i>Celebrating cultural holidays is such a great way to engage students If students have families, there will often be grandparents too. E.g. Georges River provides spaces for grandparents to meet - they often have limited language and no understanding of systems here, so provide culturally safe spaces, build trust and help facilitate connections for grandparents</i>

Appendix G: Stakeholders Interviewed

The following outlines the Local Services, Agencies, Community Groups and Stakeholders we engaged through 1:1 interviews.

CALD/Ethno-specific services/peak bodies:

1. CASS Care - Chinese/Korean
2. Asian Women at Work - Chinese/Vietnamese
3. Community & Cultural Connections - Vietnamese
4. The Greek Orthodox Community of NSW - Greek
5. Spanish Community Care Association - Spanish
6. Thai Welfare Association - Thai
7. Sydney Community Forum - international students
8. Ethnic Communities Council of NSW - CALD
9. Ethnic Community Services Co-op (ECSC) - CALD

Note: interviews attempted but not conducted with:

Metro Assist
SSI

CALD/Cultural groups and organisations:

10. Asian Australian Women Association - Korean
11. Australia Korea Cultural Exchange Association - Korean
12. Dae Hahn Culture School - Korean
13. Non-Resident Nepali Assoc. Aus. (NRNAA) - Nepalese
14. Apandim Uyghur Restaurant - Uyghur
15. Alliance of Philippine Community Orgs - Filipino
16. Australian Culture & Commerce Assoc - Chinese

Government agencies:

17. Burwood Council - Mayor
18. TAFE/AMEP
19. NSW Health - Sydney Local Health District
20. Burwood Police
21. Centrelink/Services Australia

Note: interviews attempted but not conducted with:

Department of Communities and Justice
Legal Aid NSW

Community services:

22. Womens and Girls Emergency Centre (WACEG)
23. Inner West Neighbour Aid
24. Burwood Community Welfare Services (changing name to Community Action for Better Living - CABL)
25. St Anthony's Family Care
26. Child and Family Interagency (19 services)

Welfare-relief/Faith/Other:

27. St Joseph's Maronite Catholic Church
28. St Merkorious Charity Association Inc
29. St Paul's Anglican Church
30. Salvation Army
31. Burwood RSL
32. Business and Professional Women Strathfield

Business Networks/Connectors/Precincts:

33. Burwood Asian Business Partnership/ Burwood Business Chamber
34. Business Connect - Chinese
35. Emerald Square (business precinct)
36. Burwood China Town (business precinct)

Community members:

37. MAC/Advisory Committee members (11 members)
38. Eureka Community Services - carers and PWD

Note: Several attempts were made to arrange interviews with a range of other community, faith and cultural organisations but these were not able to be undertaken due to time constraints and/or lack of response from organisations.

For a list of organisations participating in the *Burwood Arts and Cultural Forum & Organisation Survey (2022)* refer to [Engagement Findings Report](#).

GLOSSARY OF TERMS

CALD - The collective term 'culturally and linguistically diverse (CALD)' communities refers to the non-Indigenous cultural and linguistic groups represented in the Australian population who identify as having cultural or linguistic connections with their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken at home.

Culturally diverse - refers to people from culturally and linguistically diverse (CALD) backgrounds including those who speak a language other than English (LOTE), migrants, refugees, and people with culturally and linguistically diverse ancestry.

Cultural Competence - Capability to work with people from different cultures.

Social cohesion - refers to the strength of relationships and the sense of solidarity among members of a community. One indicator of social cohesion is the amount of social capital (shared group resources and networks) a community has.³⁴

Social inclusion is a multifaceted concept and includes attitudes and experiences toward racial minorities, religious minorities, LGBTIQ+ people, Aboriginal Australians, women, people with disabilities, people on low incomes, young people, and older people.³⁵

Multicultural - refers to a society that contains several cultural or ethnic groups. People live alongside one another, but each cultural group does not necessarily have engaging interactions with each other.

Cross-cultural - refers to the comparison of different cultures. In cross-cultural communication, differences are understood and acknowledged, and can bring about individual change, but not collective transformations. In cross-cultural societies, one culture is often considered "the norm" and all other cultures are compared or contrasted to the dominant culture.

Intercultural - Intercultural describes communities in which there is a deep understanding and respect for all cultures. Intercultural connection involves engaging with diverse cultures in ways that recognise commonalities and differences, creating connections with others and cultivating mutual respect and understanding. Intercultural understanding and communication focuses on the mutual exchange of ideas and cultural norms and the development of deep relationships.

Small and emerging communities - communities who are small in number, newly arrived and have a combination of the following characteristics:

- Significant increase in numbers over the last five years
- Lack established family networks, support systems, community structures and resources
- May have refugee background or experienced displacement
- Tend not to have community infrastructure or organisations that can attract funding.

Examples include Nepalese, Syrian, Ukrainian, Burmese, Uyghur, Mongolian, Bangladeshi for example.

Established communities - generally resident in Australia one to two generations or more. Varied in size and service needs, generally have a greater need for aged care support than newer communities. Many have all or some of the following characteristics:

- Long-term communities, particular migrants arriving post WWII/Vietnam War
- Well established independent and interdependent infrastructure and resources
- Significant networks of family, particularly of a number of generations
- Community identity challenges related to intergenerational differences
- Have developed a sense of community identity as it relates to Australian identity.

Examples include Lebanese, Chinese, Korean, Indian, Vietnamese, Filipino.

³⁴Scanlon Foundation Research Institute (2021) Mapping Social Cohesion Report:

scanloninstitute.org.au/research/mapping-social-cohesion

³⁵Inclusive Australia, The Inclusive Australia Social Inclusion Index

DRAFT

Multicultural Burwood Strategy

2024-2028



Burwood
Inc.1874

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.





Contents

About this document	2
Message from The Mayor, John Faker	3
About this Strategy	5
Strategic context	6
Our settlement history	9
A brief timeline of cultural settlement in Burwood	10
Multicultural Burwood at a glance	12
Diversity across our suburbs	14
Council's role in supporting our multicultural community	16
How we developed this Strategy	22
Who we heard from	23
What we heard	24
Our unique strengths	24
Barriers and challenges for culturally diverse communities	26
Challenges and support needs for the community sector	28
Our Action Plan	31
Outcome Area 1:	32
An empowered and respectful community where language and culture are not barriers to access and participation	
Outcome Area 2:	34
A strong, responsive, trusted and connected community sector	
Outcome Area 3:	36
A welcoming, harmonious and inter-connected community where our diverse and shared experiences are harnessed and celebrated	
Monitoring our progress	38



About this document

This document contains information about how Council plans to ensure that people of all cultural backgrounds who live, work, visit and do business in the Burwood Local Government Area are welcomed, included and supported.

If you would like the information supplied in another language or format, please contact us via these free services.



Telephone Interpreting Service (TIS):
131 450 – ask them to call Burwood Council on **(02) 9911 9911**
 Voice Relay: **1300 555 727**
 Text to Speech: **133 677**

Chinese – simplified:

如果您不理解本文件并需要口译员，请拨打电话口译服务电话 131 450 并请他们拨打 (02) 9911 9911 联系 Burwood 市议会。

Nepali:

यदि तपाईं ले यो कागजात बुझ्नुभएको छैन र एक दोभाषे चाहिन्छ भने, कृपया टेलिफोन दोभाषे सेवा (TIS) लाई 131 450 मा कल गर्नुहोस् र तिनीहरूलाई (02) 9911 9911 मा Burwood काउन्सिललाई कल गर्न भन्नुहोस्।

Arabic:

لاصتلا بجري ، مجرتم بلا جاتحتو دنتسلا اذه مهفت ال تنك اذ اذ
 مهتم بلطاو 131450 مقرا بلع فتاهلا ربع قيوفشلا ةمجرتلا ةمدخب
 بلع دوويرب سلجمب لاصتلا (02) 9911 .9911

Italian:

Se non capisci questo documento e hai bisogno di un interprete, chiama il Telephone Interpreting Service al numero 131 450 e chiedi loro di chiamare il Burwood Council allo (02) 9911 9911.

Korean:

이 문서를 이해하지 못하여 통역사가 필요한 경우 전화 통역 서비스에 131 450으로 전화하여 Burwood Council 에 (02) 9911 9911로 전화하도록 요청하십시오.

Contact Us

Phone: 02 9911 9911

Email: council@burwood.nsw.gov.au

2 Conder Street, Burwood NSW 2134
 PO Box 240, Burwood NSW 1805



Follow Council @BurwoodCouncil

www.burwood.nsw.gov.au



Message from The Mayor, John Faker

I am delighted to present the Multicultural Burwood Strategy 2024 – 2028.

Burwood is renowned for being a vibrant, welcoming and inclusive community that takes pride in celebrating our rich multicultural history and heritage. Our diversity is not merely a characteristic; it is the very essence of our identity and community spirit.

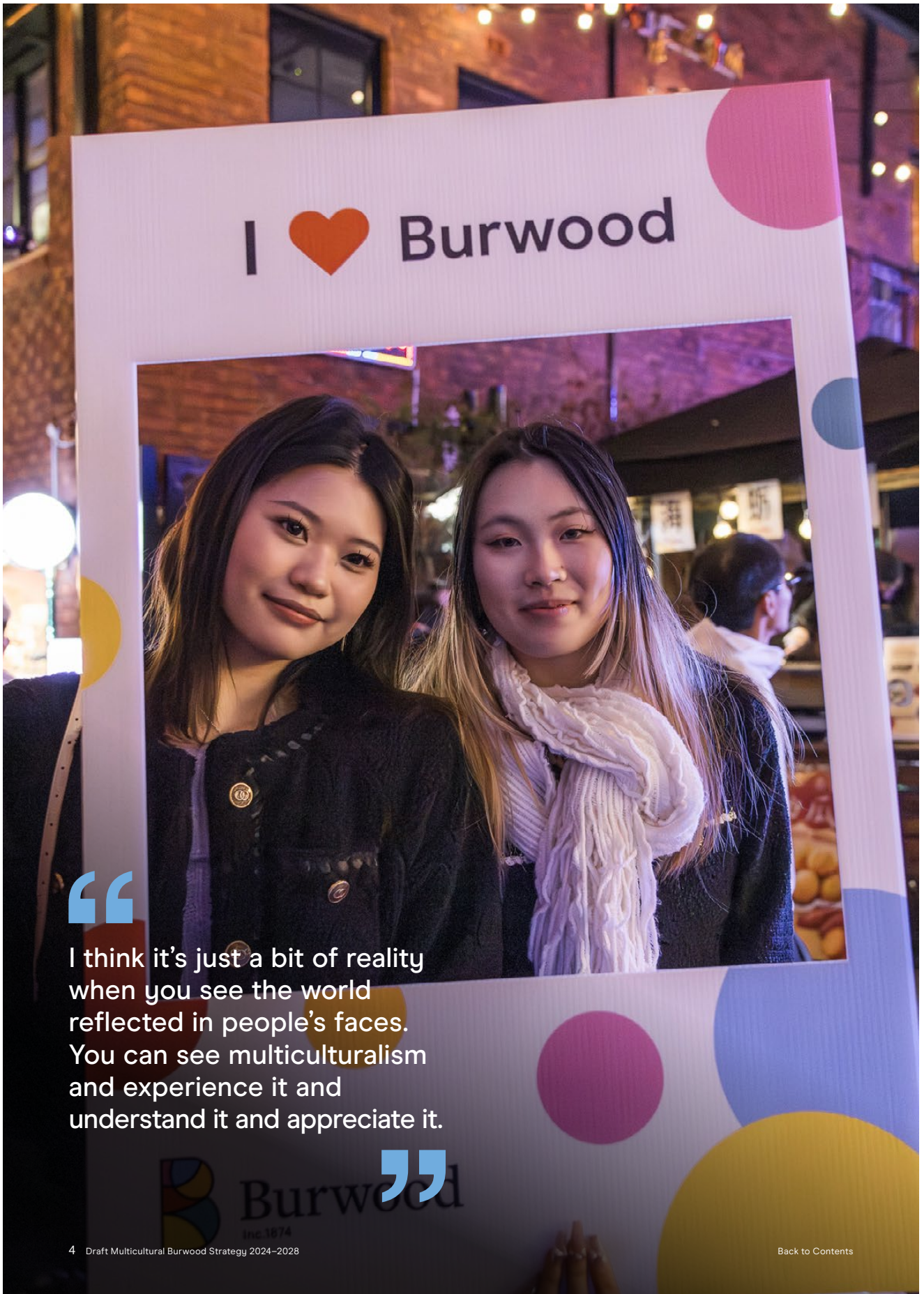
Across Sydney, Burwood has gained recognition as a beacon of diversity, a place where different backgrounds converge harmoniously to create a rich tapestry of experiences.

The Multicultural Burwood Strategy is a testament to our commitment to this diversity. Developed through extensive engagement with our multicultural communities, individuals, and cultural groups, this Strategy captures their collective aspirations and outlines the actions Council will undertake in collaboration with our

communities, businesses, and partners. Our goal is to ensure that everyone feels welcomed, included and supported in Burwood.

We understand that the members of our community bring with them a diverse range of backgrounds, experiences, priorities, and needs; all of which evolve over time as people settle and establish networks locally. Fostering community connections, actively listening to our residents, and building strong partnerships are central to our priorities.

I invite each one of you to actively participate, contribute, and be a part of this transformative journey. Together, let us build a more informed, cohesive, and connected community that embraces the diversity that defines us.



“

I think it's just a bit of reality when you see the world reflected in people's faces. You can see multiculturalism and experience it and understand it and appreciate it.

”



About this Strategy

Burwood is recognised as a vibrant, welcoming and inclusive community that celebrates our rich multicultural history and heritage.

Burwood's diversity is core to our sense of identity and community. It is reflected in our streets and town centres, in our business and cuisine offerings, our cultural celebrations and events, our public art and the many cultural and interest groups that meet in our parks and community halls.



People are drawn to Burwood's vibrancy and all the different faces and cultures and food. Burwood is becoming quite well known across Sydney as a place of great diversity.



This Strategy focuses on the diverse multicultural communities who live, work, visit and do business in the Burwood Local Government Area (LGA).

It has been developed by reaching out, connecting with and listening to the many communities, individuals and cultural groups that make up multicultural Burwood. It defines their collective key priorities and outlines the actions that Council will take, working with our diverse communities, businesses and partners, to ensure that people of all cultural backgrounds are welcomed, included and supported.

We recognise that members of our community have a diverse range of backgrounds, experiences, priorities and needs. These also change over time as people arrive, settle and establish networks in Burwood. Fostering community connections, listening to our community and building strong partnerships are key priorities for Council.

The Strategy will be implemented over a four-year period, from April 2024 to April 2028. It aims to build a more informed, cohesive and connected community for people of all cultural backgrounds.

Our priorities

Our community has identified three Outcome Areas for focus over the next four years:

1. An empowered and respectful community where language and culture are not barriers to access and participation
2. A strong, responsive, connected and trusted community sector
3. A welcoming, harmonious and inter-connected community where our diverse and shared experiences are harnessed and celebrated.

[Back to Contents](#)

Draft Multicultural Burwood Strategy 2024-2028 5

Strategic context

This Strategy aligns with various Council plans and policies and other government legislation and frameworks.

National Plans and Legislation

Outline how Australia supports universal human rights for all without distinction to race, language, religion or culture and supports the settlement of migrants and new arrivals. Key examples are:

- *Australian Human Rights Framework and Human Rights Commission Act 1986*
- *Multicultural Australia: United, Strong, Successful (Australia's Multicultural Statement) 2017*
- *Racial Discrimination Act 1975* and National Anti-Racism Strategy
- National Settlement Framework and Outcomes Standards.

State (NSW) Plans and Legislation

Outline how all individuals in NSW are free to practice and maintain their culture, language, religion and heritage, and the support provided to migrants and new arrivals. Key examples are:

- *Multicultural NSW Act 2000*
- *Anti-Discrimination Act 1977*
- *Local Government Act 1993*
- *Multicultural NSW Strategic Plan 2023 – 2025*
- *NSW Settlement Strategy 2023 – 2025*.



1 *The four Principles of Multiculturalism as set out in the Multicultural NSW Act 2000*

Council plans and policies

- Burwood 2036 (Community Strategic Plan)
- Delivery Program 2022 – 2026
- Customer Experience Strategy 2024 – 2027
- Community Engagement Strategy 2023 – 2026
- Library Strategic Plan 2022 – 2027
- Safer Burwood Plan 2023 – 2026
- Burwood Youth Action Plan 2024 – 2027
- Burwood Library Collection Development Policy 2023 – 2027
- Public Art Policy.

The Multicultural Burwood Strategy also interacts with a range of other plans including:

- Disability Inclusion Action Plan 2022 – 2026
- Burwood After Dark 2023
- Community Facilities and Open Space Strategy 2019

As well as future plans:

- Reconciliation Action Plan
- Cultural Plan.

The Multicultural Principles¹

The people of NSW are of different linguistic, religious and ancestral backgrounds who, either individually or in community with other members of their respective groups, are free to profess, practise and maintain their own linguistic, religious and ancestral heritage.

All individuals in NSW should have the greatest possible opportunity:

- To **contribute to, and participate in, all aspects of public life**
- To **make use of and participate in relevant activities and programs** provided or administered by the NSW government.

All institutions of NSW should:

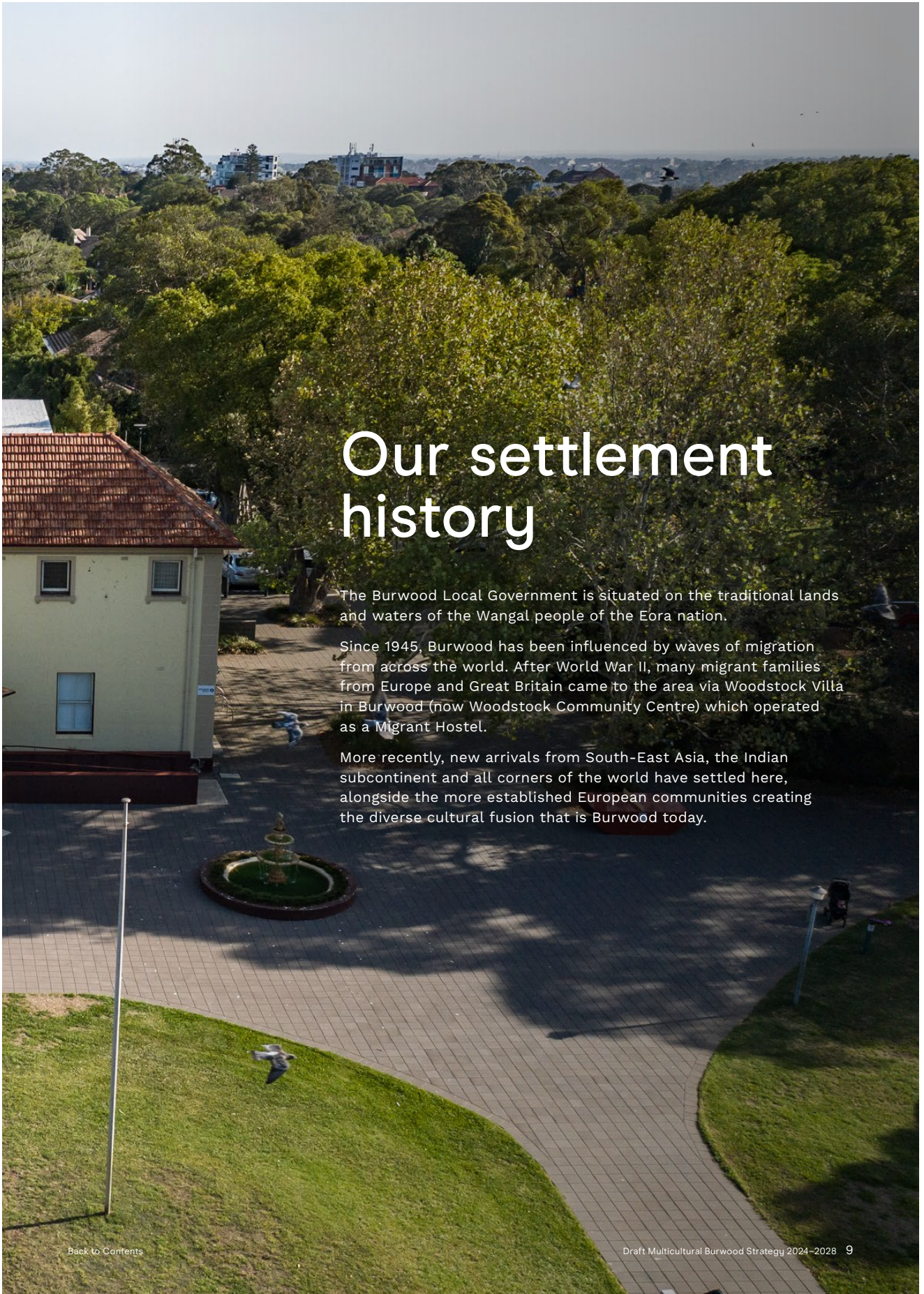
- **Recognise the linguistic and cultural assets** in the population of NSW **as a valuable resource and promote this resource.**

All individuals and institutions should:

- **Respect and make provision for the culture, language and religion of others** within an Australian legal and institutional framework where English is the common language.







Our settlement history

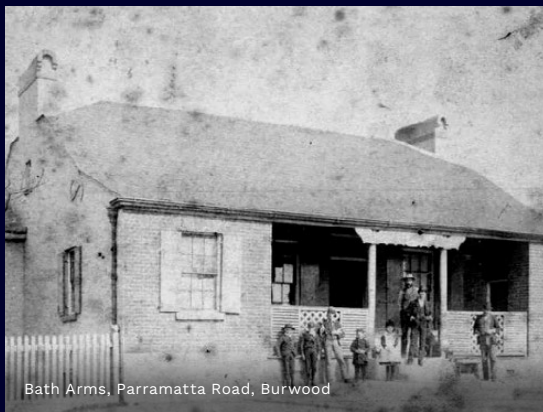
The Burwood Local Government is situated on the traditional lands and waters of the Wangal people of the Eora nation.

Since 1945, Burwood has been influenced by waves of migration from across the world. After World War II, many migrant families from Europe and Great Britain came to the area via Woodstock Villa in Burwood (now Woodstock Community Centre) which operated as a Migrant Hostel.

More recently, new arrivals from South-East Asia, the Indian subcontinent and all corners of the world have settled here, alongside the more established European communities creating the diverse cultural fusion that is Burwood today.

A brief timeline of cultural settlement in Burwood

60,000 >	1794–1874	1940s	1970s
<p>Traditional Custodians: Wangal Clan of the Eora Nation</p>	<p>European settlement</p> <p>1794 First settler, Sarah Nelson, established a farm at Malvern Hill, Croydon</p> <p>1799 'Burwood' Farm established by Captain Thomas Rowley</p> <p>1834 ↓ First Italian immigrant</p> <p>1874 Municipality of Burwood established</p>	<p>Post-war migration</p> <p>1942 ↓ Chinese evacuees find new home in Burwood</p> <p>1948–1974 Woodstock Villa operated as a Migrant Hostel (Broughton House) for immigrant families from Europe and Great Britain</p> <p>1950s Russian community, faith and businesses established in Strathfield and Burwood</p> <p>1950s–1970s Greek and Italian migrants arrive</p> <p>1964 First citizenship ceremony held in Burwood</p> <p>1970 ↓ Establishment of Saint Nectarios Greek Orthodox Parish, Burwood</p>	<p>1970s Lebanese arrive</p> <p>1974 First Burwood Festival (centenary celebration)</p> <p>1976–1985 Vietnamese settlement</p> <p>1978 ↘ Establishment of St Joseph's Maronite Catholic Church, Croydon</p>



First Italian immigrant (1834)

Italian immigrant Emanuel (Danero) Neich was one of the earliest residents of Burwood and probably the very first settler from a non-English speaking background.

Neich was born in Genoa (in 1807) and went to work at sea at the age of twelve. He arrived in Sydney by mistake, after boarding a ship heading to 'New Holland' (Australia, not Holland) and decided to stay.

He lived in the Burwood area for almost 60 years and owned "The Bath Arms" hotel at the corner of Burwood and Parramatta Roads from 1834 till his death in 1893.

Neich was well known for his philanthropy and readiness to help friends and strangers alike. He was also instrumental in clearing the scrub to create a road from the Bath Arms on Parramatta Road to Liverpool Road known as Neich's Lane (now Burwood Road).

Chinese evacuees find new home in Burwood (1942)

During World War II, Burwood hosted a large group of Chinese refugees evacuated from New Guinea and Pacific War regions to Australia following Japanese occupation.

125 women and children were accommodated together in the 'Chinese Evacuation House', a 21-bedroom house in Grantham Street, Burwood. The house was renamed 'Pingan', meaning peace and safety.

The families were supported by local families and the Chinese community in Sydney.



First Greek Orthodox Church

Saint Nectarios Greek Orthodox Parish, Burwood was established in 1970 to service the spiritual, cultural, educational, social and philanthropic needs of the local and broader Greek community. Today, the Church has a strong congregation and provides a range of cultural programs and services including Greek Language and Greek dancing schools and cultural festivals such as the annual Greek Street Fair.



1980s	2000s	2010s	2020s
<p>1980s Skilled migrants arrive (Korean, Nepalese, Indonesian and others)</p> <p>1988 onwards Chinese, Indian migration and others</p>	<p>2008 First Burwood Lunar New Year Festival</p>	<p>2012 First Greek Street Fair held</p> <p>2015 ↓ Burwood Council declared a 'Refugee Welcome Zone'</p> <p>2018 First Moon Festival held in Burwood</p>	<p>2021 ↓ Burwood Council adopted #RacismNotWelcome Campaign</p> <p>2021 Census results show Nepalese fastest growing community in Burwood</p> <p>2022 ↓ Nepal Festival Sydney relocates to Burwood</p> <p>2023 Nepalese Teej Festival held in Burwood</p> <p>2024 150 years since Burwood municipality established</p>

Establishment of St Joseph's Maronite Catholic Church, Croydon (1978)

Saint Joseph's Maronite Catholic Church was established in December 1978 to cater to the emerging Lebanese Maronite community in the area. Today, the Church is the spiritual home of almost 20,000 parishioners, and, through the establishment of over 20 committees, a place where children, teens, families and seniors gather to learn more about their faith and maintain its uniquely Eastern Catholic liturgy, and share their Lebanese heritage, including cultural traditions and language.

#RacismNotWelcome (2021)

The #RacismNotWelcome campaign is a community-led, grassroots initiative that acknowledges the existence of racism and takes a public stance against it.

The campaign was established in 2020 in response to an increase in racism experienced during the COVID pandemic. Burwood Council joined the campaign in 2021.



Burwood declared a Refugee Welcome Zone (2015)

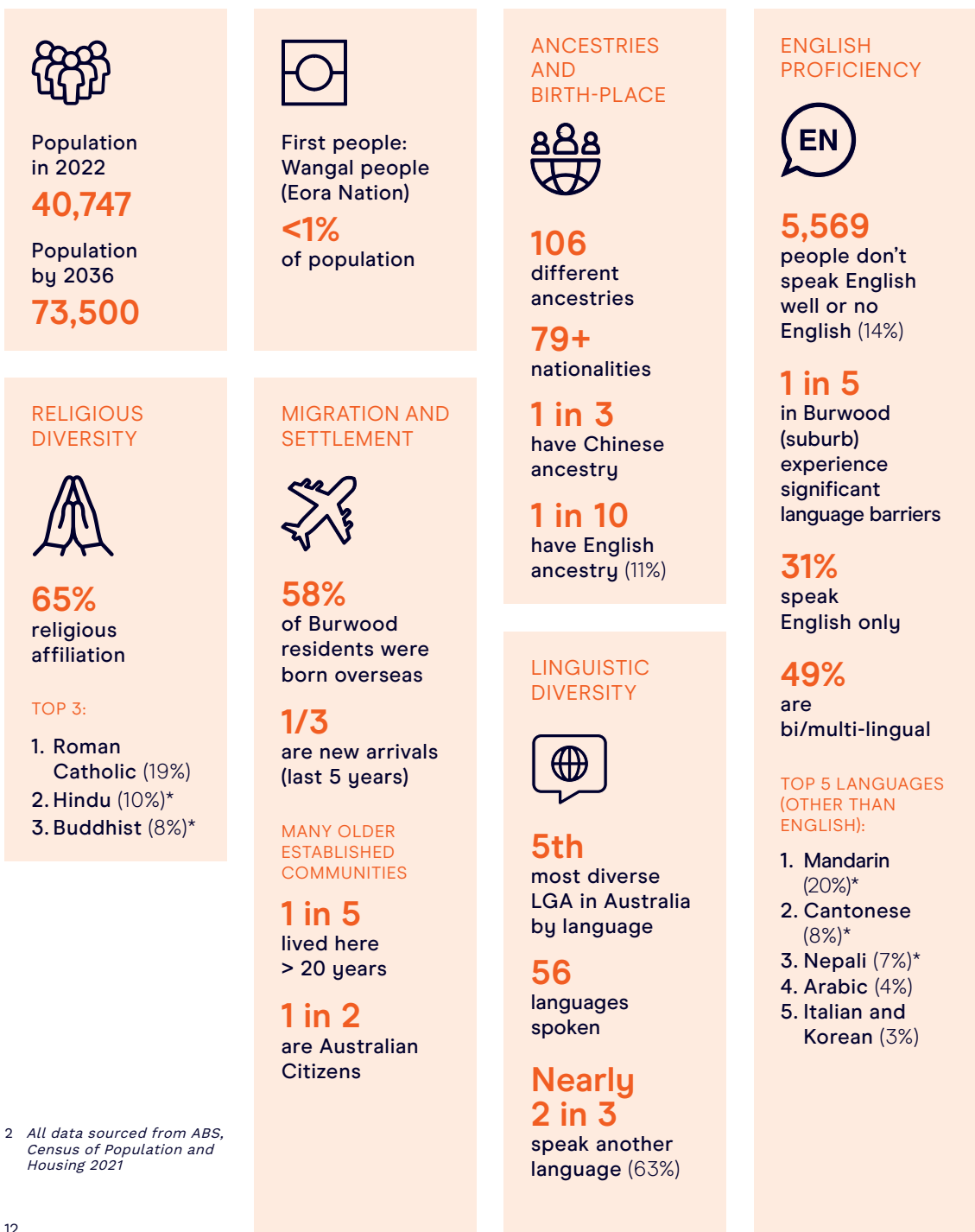
A Refugee Welcome Zone is a Local Government Area which has made a symbolic commitment to welcoming refugees into the community, upholding their human rights, embracing cultural and religious diversity in the community and celebrating the contributions refugees make within our community.

Nepalese events come to Burwood (2022)

The growing connection of the Nepalese community to Burwood has been highlighted by both the Nepal Festival Sydney relocating to Burwood Park in 2022 and the Nepalese Teej Festival in 2023. Both events attracted large crowds and showcased Nepali culture.



Multicultural Burwood at a glance²



² All data sourced from ABS, Census of Population and Housing 2021



***How do we compare to Greater Sydney?**

7 x higher
proportion of **Nepalese** speakers

4 x higher
proportion of **Mandarin** speakers

3 x higher
proportion of **Cantonese** speakers

2 x higher
proportion of people affiliated with **Hindu** and **Buddhist** faiths

Did you know?

1 in 3
people speak either **Mandarin** or **Cantonese**

Nepalese
is the fastest growing language spoken

Diversity across our suburbs

Burwood

- 3 out of 4 residents speak a language other than English
- 44 languages spoken
- Largest overseas-born population, 40% who arrived in the last 5 years
- 82% of people had both parents born overseas
- Largest Chinese speaking population:
 - 1 in 3 residents in Burwood were born in China
 - 1 in 2 residents have Chinese ancestry
 - 1 in 3 people speak Mandarin
 - 1 in 10 speak Cantonese
- Largest Korean, Indian, Vietnamese, Indonesian, Filipino, Thai and Eastern European populations
- 1 in 5 people have low/no English proficiency
- Highest levels of socio-economic disadvantage
- 1 in 2 people have a religious affiliation
- Largest number of Buddhist followers

Community connectors:

- 15 places of worship (including Chinese, Greek, Korean churches and Muslim Musallah)
- 3 schools
- 6 international schools/colleges
- 3 language schools (Chinese, Greek)

Croydon

- Highest proportion of English-only speakers
- 57 ancestries
- Main languages other than English: Chinese, Italian, Lebanese, Greek
- 1 in 2 people are Christian, 1 in 20 people are Buddhist

Community connectors:

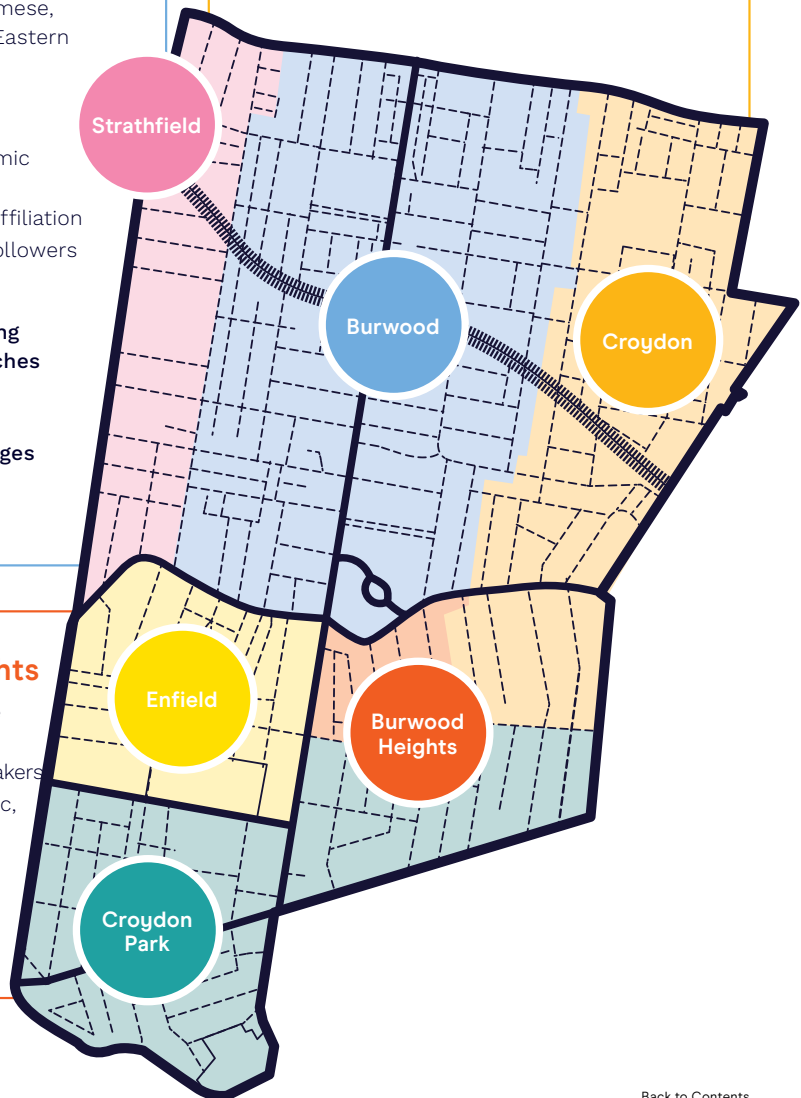
- 8 places of worship (inc. Russian, Syrian, Maronite, Tongan churches and Hindu mandir)
- 4 schools
- 3 community language schools (Chinese, Arabic, German)

Enfield-Burwood Heights

- 1 in 2 people speak a language other than English
- Higher proportion of Arabic speakers
- Top 3 religions: Roman Catholic, Greek Orthodox, Hindu

Community connectors:

- 4 places of worship
- 2 schools



Strathfield

- Second most culturally and linguistically diverse area
- 1 in 4 people have Nepalese ancestry
- 1 in 5 people have Chinese ancestry
- Largest proportion of people born in India and Korea
- Highly transient area with high level of new arrivals
- Highest:
 - renting population (63%)
 - university attendance (16%)
 - university qualifications (41%)
- Largest faith affiliation: Hindu (nearly 1 in 3 people)

Community connectors:

- 3 places of worship (including Nepalese and Korean churches)
- 1 school

Croydon Park

- Largest Arabic, Italian and Greek speaking populations
- 1 in 5 residents have Italian ancestry
- Lowest overseas-born population (37%)
- Highest:
 - trade qualifications (15%)
 - level of socio-economic advantage
- 61 ancestries, including large Italian, Chinese, Lebanese, Greek communities
- Christianity largest faith affiliation (63%), 1 in 3 people Roman Catholic

Community connectors:

- 5 places of worship (including Filipino and Romanian churches)
- 1 school



Council's role in supporting our multicultural community

Some of the ways Burwood Council supports members of our culturally diverse communities include:

- Maintaining community language collections in Burwood Library
- Communicating with Chinese speaking residents via Council's WeChat channel
- Supporting and hosting delivery of a range of cultural events and celebrations such as Harmony Day, Lunar New Year, Greek Street Festival, Fuse Festival, Multicultural Street Meet and other events
- Holding Citizenship ceremonies and distributing Resident Guides
- Public art and place making which reflects the unique cultural heritage and diversity of Burwood
- Translating key information into key community languages
- Providing, or supporting local community groups to provide, free community programs such as the Mobile Playvan, English conversation classes and a range of recreational, social and cultural activities
- Providing grants and community facilities to support local community and cultural groups and activities
- Convening the Multicultural Advisory Committee to seek advice and input from representatives of our diverse communities
- Employing a Multicultural Librarian and a Diversity and Inclusion Community Projects Officer
- Use of interpreters and translations in our Customer Service Centre and on our website
- Recognition as a Refugee Welcome Zone
- Implementing initiatives to support the #RacismNotWelcome campaign
- Working with local business chambers and implementing actions to support local businesses
- Proactive media and publications to highlight multicultural community contributions.

Did you know?



Burwood was the first Council to use WeChat

Burwood Multicultural Advisory Committee

Our Multicultural Advisory Committee (MAC) is made up of 8 members from diverse cultural and linguistic backgrounds. The Committee provides Council with insight and advice based on their knowledge of the experiences and priorities of the local culturally diverse communities of Burwood.



'The Last Lion' mural and lighting installation

'The Last Lion' mural and lighting installation at the entrance of Burwood Chinatown was created as part of the #RacismNotWelcome campaign in response to reported incidents of racism around the project site and in consultation with our Multicultural Advisory Committee.

This vibrant piece is a reflection of Burwood's diverse cultural profile with highlights to the Chinese, Korean, Vietnamese, Nepalese and Japanese communities.

The mural was commissioned by Council in partnership with Burwood Chinatown and created by Sydney-based artists Sophi Odling and Christina Huynh.

The work won Gold in Best Entrance Art Award at the 2022 Australian Street Art Awards and was featured on an ABC Breakfast news segment.



Burwood Residents Guide

Council has produced a Guide for new residents. The Guide provides information about the many programs, services and families provided by Council to local residents. The Guide is available in English and simplified Chinese.



Burwood Library Multicultural Collection

Community Language Collection

- The Library currently holds over 6,000 materials in Chinese, Korean and Hindi.

Language	Items
Chinese	4,341
Hindi	580
Korean	1,183

- Burwood Library members also have access to a wide range of digital resources in Chinese, French, German, Italian, Japanese, Spanish and Vietnamese.
- Additionally, through a partnership with the State Library of NSW, residents have access to community language collections in 43 languages via the multicultural bulk loan services which are available for extended loan via Burwood Library.



A multicultural collection goes beyond merely providing books. It supports development of vocabulary, stimulates creativity and increases knowledge of one's own heritage and identity.





Library and Community Hub Multicultural Programs

Burwood Library’s Multicultural Services Officer partners with local community groups to deliver a range of multicultural programs from the Burwood Library and Community Hub.

Examples include:

- English Conversation Class
- Tech Savvy Senior computer classes in Mandarin, Cantonese, Korean and English
- Bilingual workshops and author talks
- Settlement and form filling services
- Workshops and events to celebrate cultural celebrations such as Diwali, Harmony Day, Lunar New Year and International Women’s Day.

Diversity and Inclusion

Council’s Diversity and Inclusion Community Projects Officer partners with local community groups, services and our Multicultural Advisory Committee to build community connections, and support programs, events and projects which promote collaboration and belonging within Burwood’s diverse local community.



Cultural events and celebrations

Burwood hosts a range of festivals and events throughout the year, celebrating the many cultures, ethnic groups and faiths that make up multicultural Burwood.

Strathfield Place-Making Project

Strathfield is a culturally diverse area and the Town Centre is well known for its strong Korean food and restaurants.

The upcoming Strathfield Place-Making Project will transform Bells Lane into an iconic new food and culture destination. Dynamic sculptural lighting installations, a shared pedestrian zone and increased outdoor dining along the laneway will help to showcase the unique cultural offerings of the area.

The project will create a vibrant transformational space for residents and visitors, and a sense of place for the Burwood side of Strathfield’s shopping precinct and support a stronger and activated night time economy.

Clarendon Place activations – Chinatown Night Markets

Burwood Chinatown is an exciting dining and retail precinct serving the best authentic Asian street food, with over 50 hawker style eateries.

In March 2023, Council approved the full closure of Clarendon Place for the Burwood Chinatown Night Markets, spanning 13 weekends from April to December 2023. The closures transformed the use of traditional road space into a vibrant community area, celebrating Asian street food and culture. The vibrant atmosphere created by the markets has attracted people from various cultural backgrounds, fostering a sense of unity and appreciation for the diverse cultural heritage within the community.





Credit: Bourdo Photography

Greek Street Fair

The Greek Street Fair has been running for more than 10 years. It commemorates the Feast Day of Saint Nectarios. In 2023, Council partnered with St Nectarios Parish to support the delivery of the annual Greek Street Fair in Burwood Town Centre. Over 15,000 people attended the street activation event which celebrated Greek culture, food, music and dance.

Credit: Bourdo Photography

Multicultural Street Meet

In celebration of Harmony Day 2023, Burwood Council and Metro Assist partnered to host an event showcasing the diversity and vibrant mix of creative cultural capital in Burwood through activities and performances from cultures all around the world.

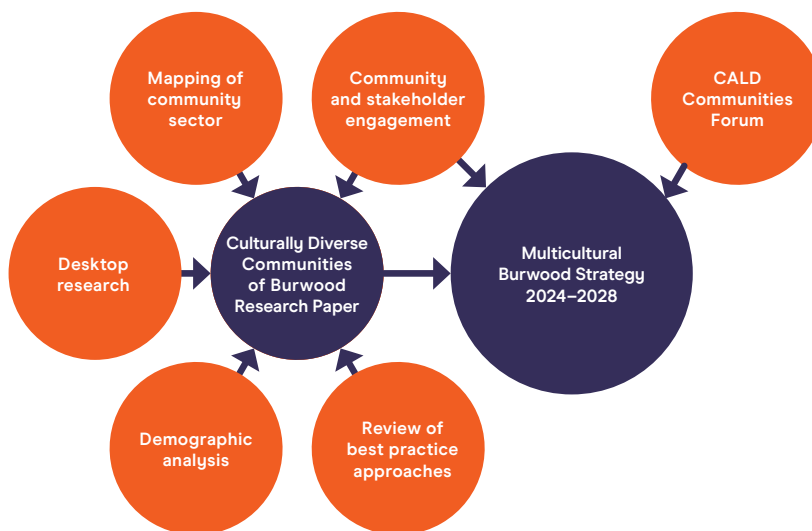


Nepalese Teej Festival

The Nepalese Teej Festival is a community-run festival presented by the Nepalese Hindu Society of Australia. More than 2,000 people attended the lively and colourful cultural celebration held in Burwood Park in 2023, bringing women together to celebrate womanhood and the Hindu ritual.

How we developed this Strategy

This Strategy is based on research and consultation with members of the many culturally diverse communities of Burwood. It was informed by:



In the development of this Strategy we utilised information and feedback from a number of sources to understand the strengths, challenges and priorities of our diverse community. This involved:

Desktop research, sector mapping and a review of best practice

A review of relevant Council strategies, social inclusion research, mapping of the multicultural sector, case studies and learnings has guided Council's approach and identified opportunities for action.

Demographic analysis

Analysis of demographic data and settlement trends has informed an understanding of who our community is and how we are changing.

Community and stakeholder engagement

This Strategy has also been shaped by the many voices of our community who have shared their ideas with us while we developed the Strategy. This has included feedback received from individual community members, cultural groups, service providers and input from Council's MAC members.

Feedback received via 1:1 stakeholder interviews, a CALD Communities Forum and staff engagement activities undertaken during 2022 and 2023 has been utilised to shape specific strategies and actions included within Our Action Plan.

The Cultural Diverse Communities of Burwood Research Report (2022) provides further detail on the significant research and engagement undertaken to inform this Strategy.

Who we heard from

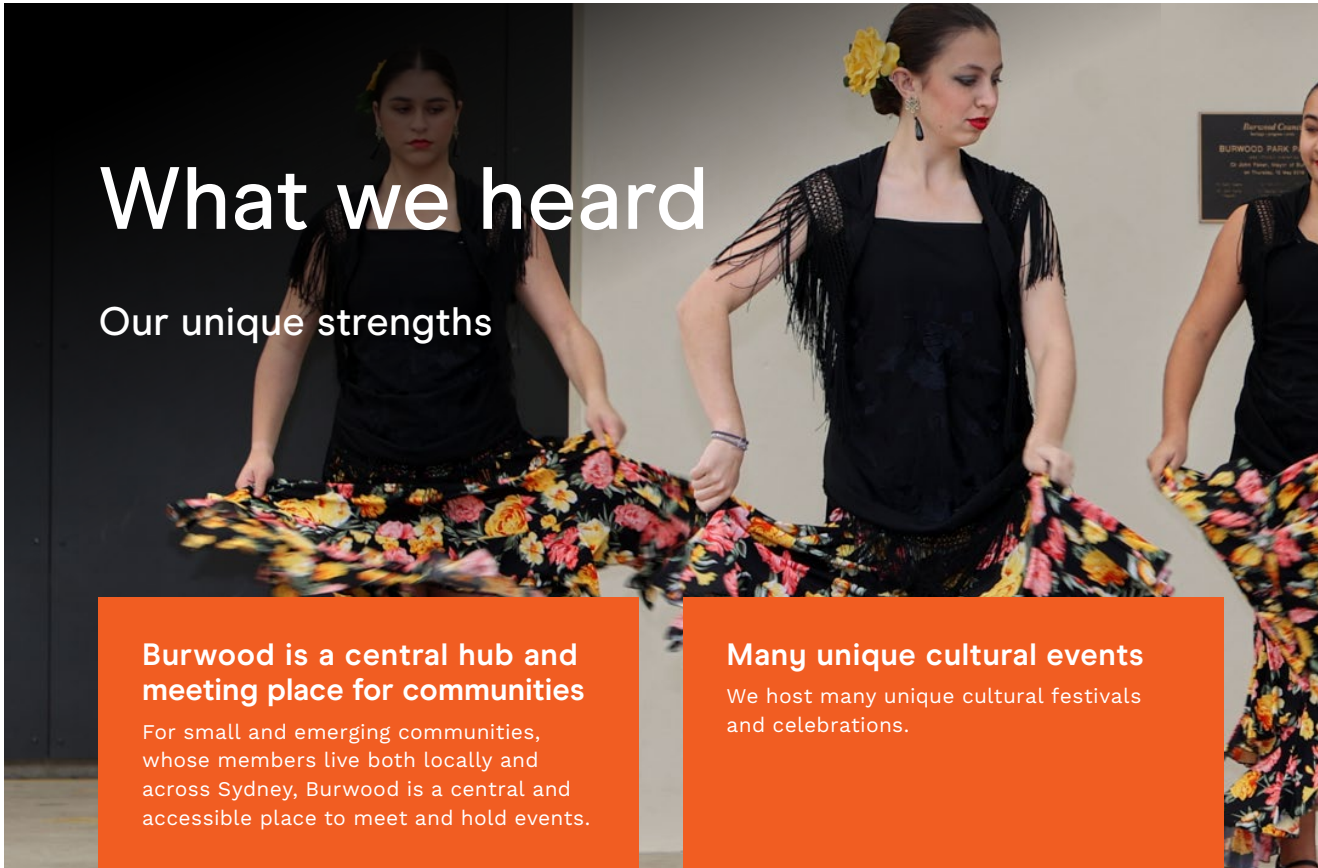
We gathered input from a wide number of people who live, work, worship, visit, and do business in the Burwood Local Government Area.

We heard from providers of cultural, religious and community and business activities. Participants came from a range of ages and diverse cultural and linguistic backgrounds.

We asked about the strengths of Burwood, challenges, priorities and emerging issues affecting culturally diverse communities of Burwood and opportunities to address these issues.



Other engagement data included results from previous engagement activities undertaken for the Burwood Community Engagement Strategy, Burwood Youth Action Plan, Burwood Disability Inclusion Action Plan, Burwood Arts and Cultural Forum and Organisation Survey and 2023 Community Satisfaction Survey results were also utilised to inform this Strategy.



What we heard

Our unique strengths

Burwood is a central hub and meeting place for communities

For small and emerging communities, whose members live both locally and across Sydney, Burwood is a central and accessible place to meet and hold events.

“ Burwood is a destination that attracts people from out of the area as well as the local community – this includes business precincts and restaurants which act as a community hub where lots of meetings take place.”

“ The restaurant is a community hub for our community – it brings people from across Sydney for regular monthly or weekly gatherings... lots of different cultural gatherings between different families, men and women.”

Many unique cultural events

We host many unique cultural festivals and celebrations.

“ Cultural events serve a very important purpose – they help people feel belonging and connected.”

“ We need to be using our cultural assets to cement our position as the 5th most diverse community in Australia... We already have a Greek Festival and now the Nepalese Festival has moved to Burwood. Burwood should also become the Chinese Lunar New Year destination.”

“ Cultural groups have a passion to perform.”

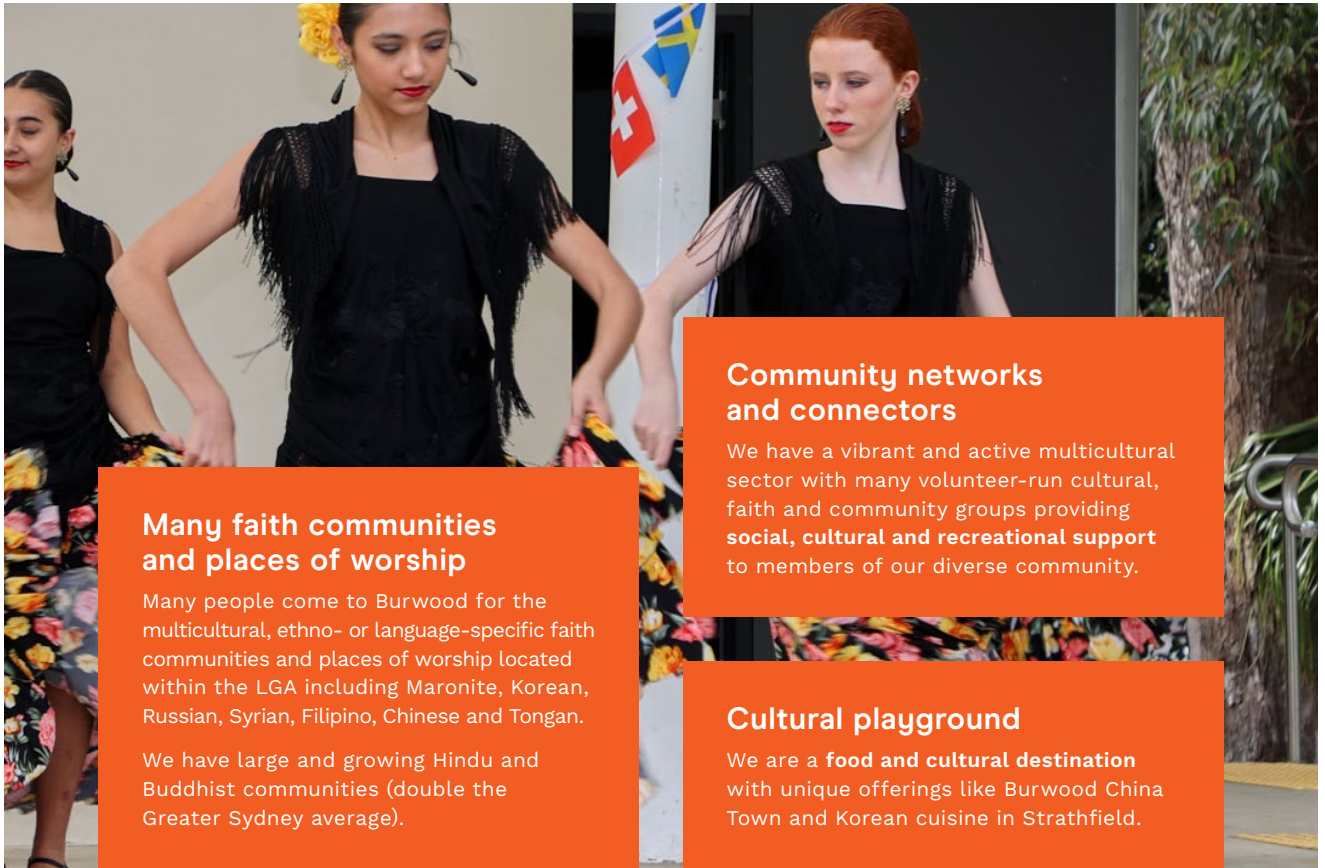
“ Community members come from different parts of China – this is reflected in the diversity of food and performances in Burwood.”



Burwood is a:

- Central meeting place and community hub.
- Vibrant cultural precinct.
- Destination for food and celebrations.





Many faith communities and places of worship

Many people come to Burwood for the multicultural, ethno- or language-specific faith communities and places of worship located within the LGA including Maronite, Korean, Russian, Syrian, Filipino, Chinese and Tongan.

We have large and growing Hindu and Buddhist communities (double the Greater Sydney average).

“ The most significant places are my church... I go weekly.”

Community networks and connectors

We have a vibrant and active multicultural sector with many volunteer-run cultural, faith and community groups providing **social, cultural and recreational support** to members of our diverse community.

Cultural playground

We are a **food and cultural destination** with unique offerings like Burwood China Town and Korean cuisine in Strathfield.

“ Love the food ranges available.”

“ It’s always so vibrant, day and night.”

“ Burwood China Town is fantastic and attracts people from all over Sydney.”

“ Council is really concerned about the Chinese community and celebrates them... there is even a Chinatown in the area.”

A vibrant economy

“ The area is becoming more and more popular especially for Asian and Chinese business migrants because of its logistic and transport connections and recognition as a strong business hub.”

“ We have restaurants and shops open until 1am here, and you can walk down the streets at 11pm and you’ll still feel safe and see lots of different people.”

““

Our places of worship, events, food and shopping both draw our community together and attract people from outside the area.

””

Barriers and challenges for culturally diverse communities

Key themes we heard through engagement with our community:



1. Expectations of government

The role and expectation of government and support systems is often very different in Australia from other countries. Pre-arrival experiences can also influence the levels of trust community members have of government services.



2. Cultural safety, awareness and access to services

Many community members are not aware of the services and supports available. There is a need to increase awareness, provide information and support for new arrivals to understand and navigate Australian systems. Cultural safety and establishing trusted relationships are very important.

“ In our home country there are no formal support systems or services. The community (not the government) supports one another.”

“ The role of what a Council and the services it provides are very new for some people.”

“ Many have had negative experiences with government in their home countries so don't trust government or are not used to the government providing services.”

“ At the beginning, we don't know about the services. Pride is also a factor and there is a need to establish trust and help community members to navigate the system.”

“ Connect new migrants to different organisations and services through places like the library, churches, community programs. Bi-lingual or bi-cultural workers can also act as a soft entry point to engage and connect community members.”





3. Communication barriers

Proficiency in English continues to be a barrier for some community members, regardless of time in Australia. Many people do not know that interpreter services are free. Some community members are very isolated and have limited opportunities to practice conversational English and build their confidence.



4. The settlement process

There are many competing priorities when moving to a new country. Levels of English language proficiency, social connections, family or community support systems and the ability to find work, housing or navigate a new environment and culture can all impact the settlement experience. Settlement is a complex and non-linear process. Settlement needs can arise over the life course. The process may extend over generations, with children and young people born to migrant parents navigating adjusting between cultures.

“ English language is a barrier – not for daily life but when there are complex issues or to access services e.g. filling in forms, understanding the rules... there is a lot of embarrassment.”

“ Everything is now online and it is difficult to access if you don't know how to use a digital device.”

“ Engagement, understanding and connection is greater when delivered in community language.”

“ Many new migrants don't have knowledge of how the systems work or lack support networks.”

“ There are lots of jobs available but for people who don't have English as a first language it is so hard to get a job... even for community members who have spoken English since birth.”

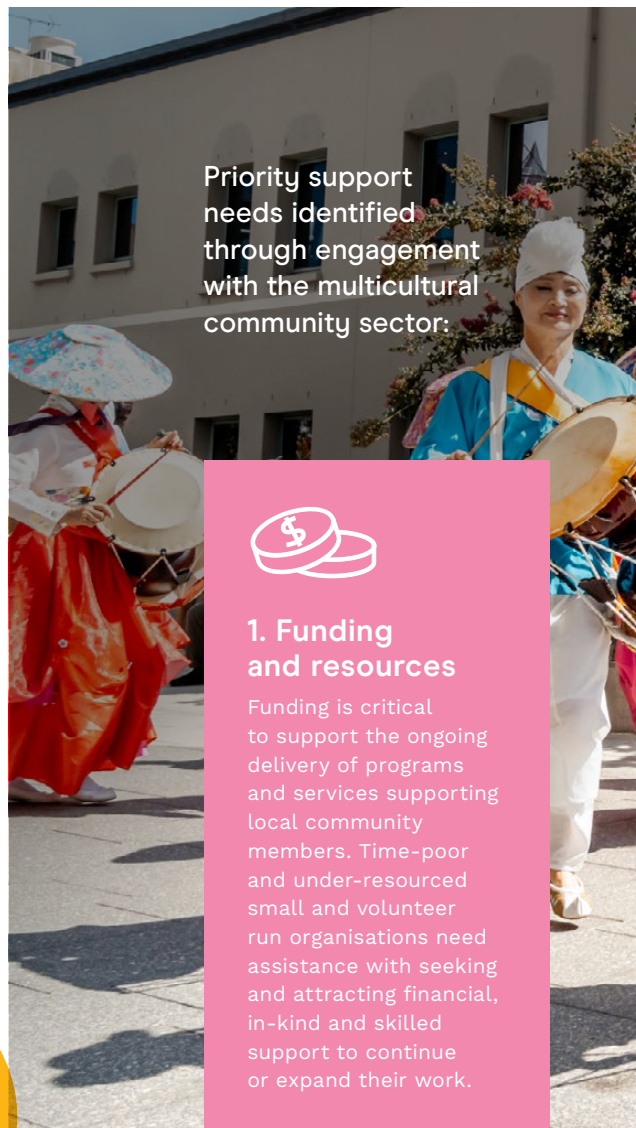


Challenges and support needs for the community sector

There are many community, cultural and faith based services and groups operating in the Burwood Local Government Area. The majority of these do not receive regular funding and are run by volunteers with bi-lingual, bi-cultural skills.



We underestimate the contribution of the many volunteer-run, grassroots community groups... and their ability to engage hard to reach community members.



Priority support needs identified through engagement with the multicultural community sector:

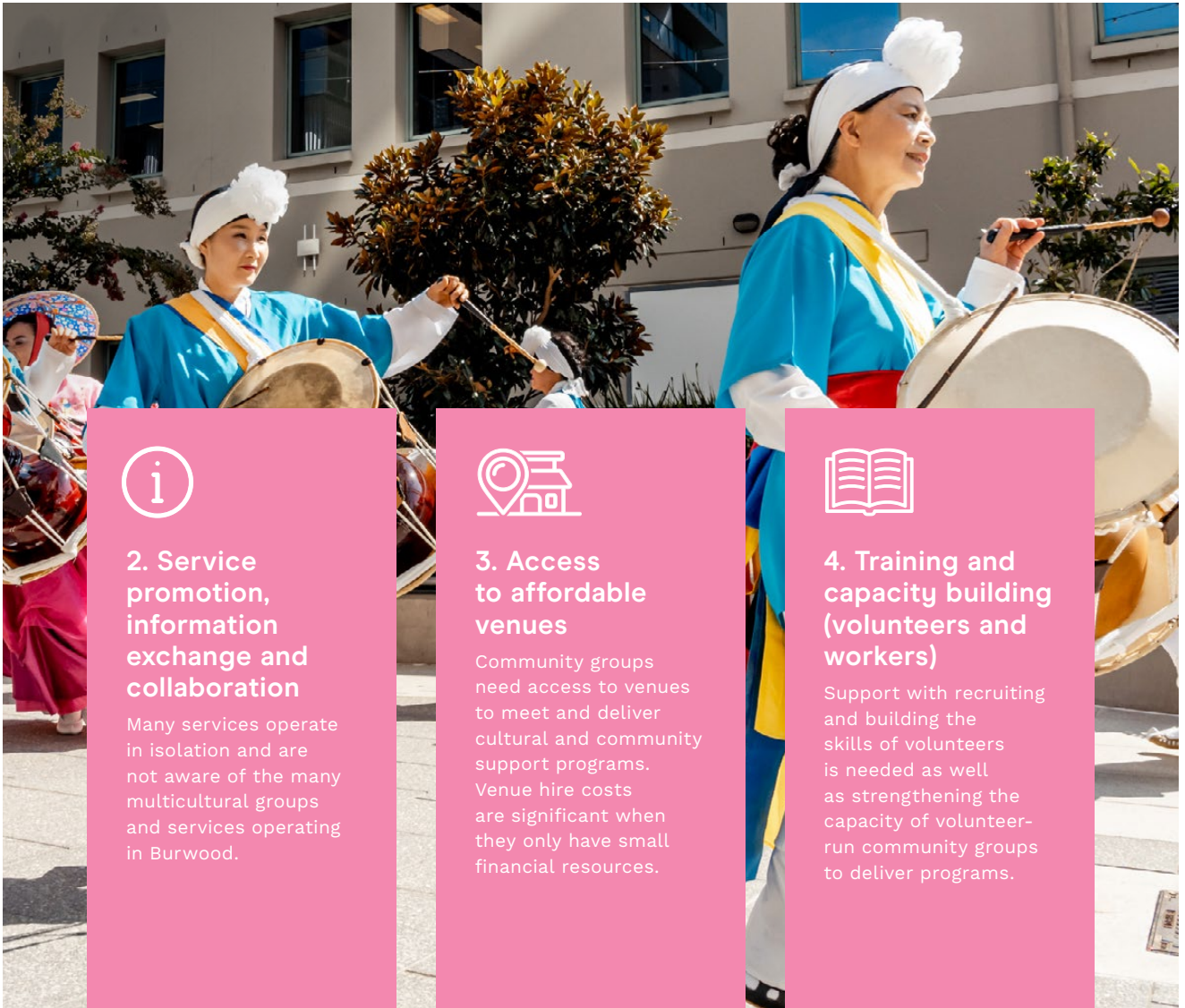


1. Funding and resources

Funding is critical to support the ongoing delivery of programs and services supporting local community members. Time-poor and under-resourced small and volunteer run organisations need assistance with seeking and attracting financial, in-kind and skilled support to continue or expand their work.

“ Council grants are small but we can still do a lot with that.”

“ We volunteer our time, work full-time jobs, we don’t have time to apply for grants so we pay out of our own pockets.”



2. Service promotion, information exchange and collaboration

Many services operate in isolation and are not aware of the many multicultural groups and services operating in Burwood.



3. Access to affordable venues

Community groups need access to venues to meet and deliver cultural and community support programs. Venue hire costs are significant when they only have small financial resources.



4. Training and capacity building (volunteers and workers)

Support with recruiting and building the skills of volunteers is needed as well as strengthening the capacity of volunteer-run community groups to deliver programs.

“ We are not aware of what other services and programs are available that we can refer people to.”

“ We need to bring culturally diverse communities and funded services together, including those serving Burwood but not based here... to get to know who’s working here and identify opportunities to collaborate.”

“ We love Woodstock – it’s not cheap and very burdensome for our group. Council’s small grant has helped but hire fees uses a lot of it.”

“ We need help with recruiting and training volunteers, especially bi-lingual and younger volunteers.”

“ Providing training for leaders, workers and cultural groups to increase skills in food handling, events management, first aid, working with children or vulnerable groups.”



Our Action Plan

This Plan outlines how we will work with our community and other partners over the next four years to celebrate our unique multicultural strengths, build a more connected, welcoming and cohesive community and improve the participation of people of all cultural backgrounds in Burwood.

The key outcomes for our community include:



OUTCOME AREA 1.

An empowered and respectful community where language and culture are not barriers to access and participation



OUTCOME AREA 2.

A strong, responsive, connected and trusted community sector



OUTCOME AREA 3.

A welcoming, harmonious and inter-connected community where our diverse and shared experiences are harnessed and celebrated



OUTCOME AREA 1.

An empowered and respectful community where language and culture are not barriers to access and participation

Burwood’s cultural and linguistic diversity is one of our greatest strengths. We recognise the importance and the role of language and the need to use diverse, cross-cultural communication methods to help improve access and participation by community members in services and programs. We will work with our community to improve understanding about what Council offers and how to access other local support services.

Our community told us they want:

- To know what services and programs are available
- To understand what Council does and help to access or navigate Council
- Additional help for those with language barriers or low levels of English
- Information distributed through trusted relationships and community networks
- Services that are culturally safe and cross-culturally competent
- Council’s staff and processes to reflect Burwood’s culturally diverse community
- Help to overcome barriers to employment, digital access and access to services and programs.



Proficiency in English continues to be a barrier, regardless of length of time in Australia."

" Provide culturally sensitive training to build awareness among local organisations and Council about how to welcome people from different cultures in Burwood."

" Culturally diverse businesses don't have time or like written materials. Face to face works best.



Outcome	Action		Council's role	Timeframe
Improved awareness of services	1.1	Develop resources and identify opportunities to profile and promote the availability of local services, programs and events to the local community	Lead	Year 1
	1.2	Work with multicultural communities to identify soft entry points and develop education campaigns in community languages to raise awareness of community services and programs	Lead	Year 2
Community education and civic engagement	1.3	Explore opportunities to develop civic and community education programs in community languages	Lead	Year 2
	1.4	Work in partnership with community groups to deliver Library and Council facility orientation tours or activities	Lead	Year 1
	1.5	Distribute the Burwood Residents' Guide and identify opportunities to welcome, orient and connect new residents to local services, resources and supports	Lead	Ongoing
	1.6	Provide a range of methods and opportunities for multicultural community groups and members to inform decision-making on matters affecting them	Lead	Ongoing
Overcoming language barriers	1.7	Undertake a review of Council's website to ensure the language and design is accessible and easy to navigate by people with lower English proficiency	Lead	Year 2
	1.8	Review and enhance Council's Language Aide Program to ensure it reflects current and emerging needs	Lead	Year 1
	1.9	Deliver training and promote the free language services available to access Council services including interpreting services, translated resources and bi-lingual Language Aides	Lead	Ongoing
	1.10	Identify guidelines and opportunities to increase the provision of translated materials within Council's internal communication guidelines	Lead	Year 2
	1.11	Explore opportunities to increase availability and promotion of English Conversation classes, including piloting a Language Cafe in Burwood Library	Partner	Year 2
	1.12	Investigate opportunities to establish a form-filling assistance and bi-lingual volunteers program to assist community members with completing application forms and developing volunteer skills to support job seeking	Partner	Year 2
Supported Businesses	1.13	Build business awareness about Council's Shopfront Improvement Program and streamlined outdoor dining application in cultural precincts	Lead	Year 2
	1.14	Explore opportunities to facilitate bi-lingual nominations for Council's Business Commendation Awards	Lead	Year 1
Pathways into employment	1.15	Identify and promote volunteer, skilled work placement, internships and other paid employment pathway opportunities within Council to overcome barriers to employment or underemployment of local residents	Lead	Year 2
Diverse and culturally competent workforce	1.16	Develop and embed a 'knowing your community' and cultural competency training into Council's training framework and staff and Councillor induction processes	Lead	Ongoing
	1.17	Deliver information sessions on applying for public sector jobs and promote Council job opportunities through community networks to support diversity and inclusion recruitment practices	Lead	Year 3

We will also continue to:

- Coordinate Citizenship Ceremonies to welcome new citizens of Burwood
- Translate information into key languages including summaries of key documents to increase awareness
- Work with Council's MAC and community groups to implement Council's Community Engagement Strategy and Customer Experience Strategy
- Undertake engagement and analysis of demographic information to expand and promote Burwood Library's community language collection.





OUTCOME AREA 2.

A strong, responsive, trusted and connected community sector

Burwood has a vibrant and active, multicultural sector with many volunteer-run cultural, faith and community groups providing support and connection for new or isolated community members. Council can play an important role in bringing these organisations together, draw and building on their strengths and provide resources to grow their capacity and amplify their impact.

The multicultural community sector told us they need help to:

- Improve their connection and collaboration with other community groups and services
- Access funding and resources
- Access affordable spaces to deliver programs and services
- Build the skills, knowledge and capacity of community leaders, volunteers and businesses
- Increase the provision of co-located services in the Burwood area
- Support vulnerable or isolated community members
- Respond to emerging priority issues.



We underestimate the contribution of the many volunteer-run, grassroots community groups... and their ability to engage hard to reach community members."

" Bi-cultural workers can help to establish trust, build connections to services and help community members navigate the system."

" We need a platform where local not for profit groups can connect, promote their programs and services and find others.



Outcome	Action	Council's role	Timeframe	
Improved sector collaboration	2.1	Identify platforms and facilitate networking initiatives to connect multicultural communities with mainstream service providers to build trust, information exchange and partnership	Lead	Year 2
	2.2	Develop resources and initiatives which increase understanding of Council's role, structure and build connections between Council and the community sector	Lead	Year 1
Access to funding	2.3	Deliver an annual Community Grants Program and include funding priorities which respond to emerging priorities for multicultural communities and gaps in service provision and promote the successes of funded programs and initiatives	Lead	Ongoing
	2.4	Provide grant information sessions, grant writing workshops, promote external funding and build the capacity of smaller culturally-specific organisations to increase their financial sustainability	Lead	Year 2
Capacity building	2.5	Deliver training and information sessions to build the skills, knowledge and capacity of the multicultural community sector, including community leaders and volunteers	Lead	Ongoing
	2.6	Explore opportunities to build the knowledge and skills of culturally diverse businesses	Lead	Year 2
	2.7	Undertake research to map the volunteer contributions of local community/volunteer-run groups and identify opportunities to support, build capacity and amplify their impact	Lead	Year 3
Improved local service provision	2.8	Investigate opportunities, partnerships and advocacy to increase the provision and accessibility of local supports and services	Lead	Ongoing
	2.9	Seek partnerships to support the delivery of targeted programs that respond to the diverse interests and emerging needs of culturally diverse communities including marginalised, vulnerable, disengaged or special interest groups	Partner	Year 2
Community health and other priorities addressed	2.10	Investigate opportunities to collaborate with NSW Health and other partners on priority health issues affecting culturally diverse communities	Partner	Year 2
	2.11	Deliver mental health first aid training in community languages	Partner	Year 1
	2.12	Support organisations providing food relief and welfare support to increase service capacity and access for local residents	Partner	Ongoing
	2.13	Seek input, promote and deliver community programs that respond to the identified interests of multicultural communities	Lead	Ongoing

We will also continue to:

- Raise the profile and contributions of multicultural communities and volunteers through the Burwood Citizen of the Year and Business Awards and positive media stories
- Advocate and support the community sector to have a voice on emerging priorities and needs affecting Burwood's culturally and linguistically diverse communities
- Establish networks and consult with international students living in Burwood to better understand their needs and identify opportunities to respond to priority issues
- Undertake regular consultation and proactively contribute to research and advocacy relating to issues affecting Burwood's diverse communities.





OUTCOME AREA 3.

A welcoming, harmonious and inter-connected community where our diverse and shared experiences are harnessed and celebrated

Our vision for Burwood is one where all members of our community feel welcomed, included and supported to express their unique cultural identity and heritage. This includes showcasing the contributions of past and present migrant communities, connecting new and established communities and creating a cohesive, visibly vibrant and inclusive multicultural community.

The community told us they want:

- More opportunities to showcase and celebrate Burwood’s unique cultures, traditions, food, language, religion, art and heritage
- Greater inter-cultural connection to build understanding and respect across cultural groups
- Inclusion of multicultural communities in civic events
- Support for local performance groups, arts and cultural development.



Multiculturalism enriches our society. It creates social energy and it creates new ways of living and doing things. But multiculturalism is more than just about food. It’s also about who we are as a society, and about our civic identity... learning how to live with cultural differences is a test of our citizenship. When we’re able to live alongside people from different backgrounds and learn from each other; it’s a demonstration of our values.”³

” Burwood is a welcoming and diverse place, but racism and discrimination still exists. Council can help to promote respect and cross-cultural understanding.



³ Professor Tim Soutphommasane, University of Sydney, quoted in Domain, 2021, Burwood's thriving diverse community shows the value of Australia's multicultural hubs

Outcome	Action	Council's role	Timeframe	
Diverse cultural events	3.1	Deliver and promote a program of Council-run and supported community-led events which celebrate the diversity and cultural celebrations reflective of Burwood's multicultural community	Partner	Ongoing
	3.2	Promote an annual events calendar with 'save the dates' for major cultural events to increase opportunities for participation by local businesses and cultural groups	Lead	Year 1
	3.3	Explore opportunities for local community and cultural groups to be included in Council's online events calendar	Lead	Year 2
	3.4	Explore opportunities to support and recognise contributions for local cultural performance groups who contribute to Council events	Lead	Year 2
Inter-cultural awareness and exchange	3.5	Facilitate and promote opportunities for inter-cultural exchange, education and dialogue between the diverse communities of Burwood	Partner	Ongoing
Increased connections and inclusion of multicultural communities	3.6	Deliver initiatives that aim to build understanding and knowledge between First Nations people and Burwood's culturally diverse communities	Partner	Year 2
	3.7	Promote awareness of civic events and increase the inclusion of multicultural communities	Lead	Year 2
	3.8	Collaborate with Council's MAC to develop and promote local #RacismNotWelcome initiatives	Lead	Ongoing
Cultural development and place-making	3.9	Develop a cultural plan for Burwood	Lead	Year 2
	3.10	Identify opportunities to involve and reflect multicultural communities and business in the design of public spaces, public art and community facilities	Lead	Ongoing
	3.11	Support community-led place-making initiatives in cultural business precincts	Lead	Year 3
	3.12	Identify opportunities to involve multicultural businesses and communities in the trial of the Licence to Play Policy	Lead	Year 2

First Nations and new migrant communities

Consultation highlights a lack of knowledge sharing and understanding between new migrants and First Nations people in Burwood. Both communities have distinct cultures, challenges and sense of belonging that often navigate complex relationships with Australian and global history.

Research highlights the importance of providing opportunities for new arrivals and other multicultural communities to build relationships, gain understanding and learn about First Nations history.⁴ This includes helping new migrants form their Australian identity in reference to First Nations people and for each group to learn from each other.

We will also continue to:

- Reflect Council's rich cultural diversity in our public art, events and in the design of our Street Banner Program
- Implement actions in the Safer Burwood Plan and Burwood After Dark Strategy to improve the design, usage and activation of public spaces and promote inclusiveness, welcoming and belonging
- Consider the needs of multicultural communities in the implementation of the Customer Experience Strategy, Library Strategic Plan, Burwood Youth Action Plan, Safer Burwood Plan and Disability Inclusion Action Plan.



4 LGNSW, 2023, Multicultural Framework Review submission

Monitoring our progress

Council will work together with local community members, organisations, cultural and religious and interest groups to implement, monitor and evaluate this Strategy.

An implementation plan will be developed for each year of the four years of this Strategy. Key actions will be incorporated into Council's operational plans. We will regularly review and measure the outcomes of our activities through our corporate reporting and regular review by our MAC.

To ensure that this Strategy remains responsive to changing needs, we will undertake targeted and ongoing consultation with our culturally diverse communities to ensure that new and emerging trends are identified that are impacting our community.

We will continue to monitor and review:

- Engagement in Council's planning and decision-making by community members from diverse cultural and linguistic backgrounds
- Levels of participation and satisfaction in activities, events and programs
- Levels of collaboration with multicultural and community sector partners
- The impact of programs, services and facilities delivered as part of the Strategy through:
 - Community priority and satisfaction survey results
 - Customer experience surveys
 - Feedback from program participants on changes in community connectedness, social inclusion and wellbeing outcomes
- Indicators of social inclusion and cohesion (measured from baseline to best practice) as identified in *Building social cohesion: A resource for local government*.⁵

Measures related to⁶:



OUTCOME AREA 1.

- Information on Council's website (Baseline: 92%)
- Opportunities for volunteers and volunteering (Baseline: 87%)
- Satisfaction with:
 - Council Library Services (Baseline: 93%)
 - Council Customer service (Baseline: 74%)
 - Community centres and facilities (Baseline: 92%)



OUTCOME AREA 2.

- Initiatives and support for people from multicultural backgrounds (Baseline: 90%)
- Support for local business (Baseline: 91%)



OUTCOME AREA 3.

- Burwood is a harmonious, respectful, and inclusive community (Baseline: 76%)
- Feeling part of local community (Baseline: 71%)
- Local events offering opportunities to connect (Baseline: 60%)
- Festivals, events and public space activations (Baseline: 93%)
- Vibrant and inviting town centres (Baseline: 64%)

⁵ Cred Consulting, 2022, *Building social cohesion: A resource for local government*, accessed via https://credconsulting.com.au/wp-content/uploads/2022/06/Building-Social-Cohesion_A-Resource-for-Local-Government_DRAFT-1.pdf

⁶ *Community Priorities and Satisfaction Survey, Micromex Research 2023*



